



## TRANSPORT & INFRASTRUCTURE COMMITTEE

**Date: Wednesday, 29 April 2020**

**Democratic Services**

Robert Parkin Dip. LG.  
Chief Legal Officer and Monitoring Officer

**14:00 PM**

The Incubator  
Alconbury Weald  
Cambridgeshire  
PE28 4WX

**Virtual Meeting**  
**[Venue Address]**

### AGENDA

**Open to Public and Press**

#### **Part 1: Governance Items**

**1.1 Apologies and Declarations of Interest**

**1.2 Minutes - 6th March 2020**

**5 - 14**

**1.3 Combined Authority Forward Plan - April 2020**

**15 - 26**

**1.4 Public Questions**

Arrangements for public questions can be viewed in Chapter 5,  
Paragraphs 18 to 18.16 of the Constitution which can be viewed here  
- [Cambridgeshire and Peterborough Combined Authority: Constitution](#)

## **Part 2: Delivery**

<b>2.1</b>	<b>Transport Impacts of COVID-19</b>	<b>27 - 32</b>
<b>2.2</b>	<b>Budget and Performance Report</b>	<b>33 - 40</b>
<b>2.3</b>	<b>A10 Junctions and Dualling Progress Report</b>	<b>41 - 44</b>
<b>2.4</b>	<b>Bus Reform Task Force</b>	<b>45 - 192</b>
<b>2.5</b>	<b>Coldhams Lane Roundabout Progress Report</b>	<b>193 - 200</b>

## **Part 3: Date of Next Meeting**

8th July 2020 - TBC

The Transport & Infrastructure Committee comprises the following members:

Mayor James Palmer

Councillor Ian Bates

Councillor Peter Hiller

Councillor Nicky Massey

Councillor Jon Neish

Cllr Joshua Schumann

Cllr Chris Seaton

Councillor Aidan Van de Weyer

*For more information about this meeting, including access arrangements and facilities for people with disabilities, please contact*

Clerk Name: Daniel Snowdon

Clerk Telephone: 01223 699177

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The Combined Authority is committed to open government and members of the public are welcome to attend Committee meetings. It supports the principle of transparency and encourages filming, recording and taking photographs at meetings that are open to the public. It also welcomes the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what is happening, as it happens.







**Agenda Item No: 1.2**

**CAMBRIDGESHIRE & PETERBOROUGH COMBINED AUTHORITY TRANSPORT AND  
INFRASTRUCTURE COMMITTEE: MINUTES**

**Date:** Friday 6<sup>th</sup> March 2020

**Time:** 10.00am – 11.42am

**Present:** James Palmer (Mayor and Chairman), Councillors Ian Bates, Graham Casey, Nicky Massey, Jon Neish, Chris Seaton, Joshua Schumann and Aidan Van de Weyer

**Apologies:** Councillor Peter Hiller (Councillor Graham Casey substituting)

**60. APOLOGIES AND DECLARATIONS OF INTERESTS**

Apologies were received from Councillor Peter Hiller. There were no declarations of interest.

**61. MINUTES – 9<sup>TH</sup> JANUARY 2020**

The minutes of the meeting held on 9 January 2020 were agreed as a correct record and signed by the Chairman.

**62. PUBLIC QUESTIONS**

There were two public questions regarding minute number 71, for which the responses are contained at Appendix A to these minutes. There were two questions received from the Combined Authority's Overview and Scrutiny Committee relating to minute 65, Wisbech Rail and minute 70, Ely Area Capacity Enhancement Progress Report. The questions and responses are contained at Appendix B to these minutes.

**63. COMBINED AUTHORITY FORWARD PLAN – FEBRUARY 2020**

It was resolved to note the Forward Plan.

**64. BUDGET AND PERFORMANCE UPDATE**

The Committee considered the Budget and Performance Update. In presenting the report the Committee's attention was drawn to changes and variances within the capital and revenue budgets contained at paragraphs 3.2, 3.3 and 3.6 of the report.

During discussion of the report Members clarified the capitalisation process for Strategic Outline Business Cases. Officers explained that there was a significant amount of guidance that governed the process. Once a project had reached a credible

stage that would mean it moved forward to a delivery phase then a review would be undertaken with regards to the capitalisation of costs.

It was resolved unanimously to:

note the March budget and performance monitoring update

## **65. WISBECH RAIL PROGRESS REPORT**

The Committee received a report that provided a summary of the progress on the Wisbech Rail project to date and outlined the next steps. The outcome of the Options Assessment Report (OAR) was highlighted to the Committee with the key objective offering direct passenger transport services between Wisbech and Cambridge, which was currently constrained at Ely on which work was progressing through the Ely Area Capacity Enhancement Study.

During discussion Members:

- Expressed their support for the project and drew attention to the integration with the Wisbech Garden Town project that needed to be considered as Wisbech Rail developed further.
- Questioned whether discussions were taking place with potential train operators regarding services. Officers explained that train operators had not yet been engaged with. The project was currently focussed on infrastructure and discussions with operators would follow at a later stage of the process.

The Mayor concluded the discussion by emphasising his conviction that the scheme was right for Wisbech in order to address both deprivation and opportunity in the area. The Mayor called on the Government to provide a link for trains to travel to Cambridge and London. Towns with high quality infrastructure had better opportunities and better health outcomes. It was imperative that the project moved forward in a positive manner and the Mayor looked forward to receiving the full business case.

It was resolved to:

- a) Note the content of the report and proposed next steps; and
- b) Identify any issues which the Committee would wish to escalate to the Combined Authority Board.

## **66. ST NEOTS RIVER GREAT OUSE NORTHERN CROSSING CYCLE BRIDGE**

The Committee received a report that summarised the work undertaken on the St Neots Foot and Cycle Bridge, and Regatta Meadows to date. The report confirmed that the projected construction costs for the project now exceeded the allocated budget and sought a recommendation from the Committee to the Combined Authority Board that

the scheme should not proceed as it no longer met the Value for Money requirements set out in the Combined Authority's Assurance Framework.

During the course of discussion a Member noted that the scheme was not viable and welcomed the recommendation for the remaining funding to be re-allocated to projects within the St Neots Masterplan.

The Mayor emphasised that the intention for the Masterplan was for it to be shaped by the community and was not a prescriptive document from the Combined Authority. It was fundamental that although the proposed bridge no longer represented value for money, the funding allocated be returned to the Masterplan for use in the St Neots area.

It was proposed by Councillor Neish and seconded by Councillor Seaton to move the recommendation.

It was unanimously resolved to:

- a) note the report
- b) Recommend to the Combined Authority Board that work on the St Neots Foot and Cycle Bridge should cease and the project be removed from the Combined Authority's Business Plan; and
- c) Recommend to the Combined Authority Board that the remaining funding allocated to the project be re-allocated to projects within the St Neots Masterplan.

## **67. A47 DUALLING**

Members considered a report that provided a summary of the A47 dualling project to date and outlined the next steps.

In discussing the report Members:

- Expressed their support for the scheme, drawing attention to the benefits to the additional river crossing by not progressing the development of banking such as commercial shipping and leisure. The proposal would also benefit the Wisbech Garden Town scheme and assist in the reduction of flood risk to the area.
- Expressed concern that the project was drifting in terms of timescales and that the Government did not fully appreciate the significance and importance of the route. The Mayor responded by informing Members of a meeting that took place in late 2018 with the Chief Executive of Highways England at which agreement was reached for collaborative working and that now a review had been undertaken and green rating achieved for the project which was hugely significant. The Mayor and the Combined Authority would continue to argue for the route.

The Mayor concluded the item by drawing attention to the estimated £300m cost of banking and raising a road that was not fit for purpose and saw fatal road traffic collisions on a regular basis. It was unacceptable that major cities such as Peterborough and Norwich were served by such a poor road. The Mayor also highlighted the environmental benefits provided by the barrier as it created wetland habitats and the links created with Wisbech Rail.

It was resolved unanimously to:

Note the content of the report and proposed next steps.

## **68. MARCH AREA TRANSPORT STRATEGY PROGRESS REPORT**

Members considered a report that summarised the work on the March Area Transport Strategy to date and outlined the next steps for consultation and early delivery of options. Consultation would begin at the end of March 2020 and the Committee was informed of the intention to progress a number of schemes in the current financial year. There were currently two schemes ready for progression and a further six in the background.

It was proposed by Councillor Seaton and seconded by Councillor Bates that the recommendation be moved.

It was resolved unanimously to:

- a) Note the progress report;
- b) Approve the study outcomes for consultation with the public;
- c) Comment on the emerging options and plan for early delivery of “Quick Wins” during the first half of 2020/21 budget period; and
- d) Approve use of £220,000 from the existing approved budget agreed previously by the Combined Authority Board towards Quick Wins delivery

## **69. LANCASTER WAY A10/A142 IMPROVEMENTS**

Members were presented a report regarding the Lancaster Way A10/A142 improvements.

The Committee noted and approved the request by officers to amend recommendation c) of the report as set out below:

To grant the Director of Strategy & Delivery, in consultation with the Mayor, delegated authority to approve a reduction in the scope of the scheme to enable delivery of the BP Roundabout alone in the event of the risks set out at paragraph 2.7 of the report materialising.

The presenting officer drew attention to amended tables 2.5 and 2.6 circulated to the Committee that detailed the current budget and cost estimate. Members noted that the contribution from East Cambridgeshire District Council was towards Lancaster Way and the contribution from Cambridgeshire County Council was in the form of a loan and would be paid back.

Members noted the risks associated with the scheme. In particular, a gas main at the BP roundabout where it was unclear at present the degree of protection that would be required to be installed.

In discussing the report:

- Support for the scheme was expressed by a Member as it was essential for growth in the area. The section of road was of poor quality and caused issues onto the A10. Commenting further, it was of the upmost importance that the scheme progress swiftly in order to ensure continuity of funding.
- A Member expressed concern that significant barriers to cycling and walking remained with the proposed scheme. Officers commented that there was a cycle route available and the detailed design work would follow at a later stage at which provision for pedestrians and cyclists would be considered.

It was proposed by Mayor Palmer and seconded by Councillor Schuman that the recommendations as amended be moved.

It was unanimously resolved to:

- a) Note the report.
- b) Recommend to the Combined Authority Board a new additional budget of £1,168,243.20 from the single pot allocation to reflect current cost estimate, including a 20% risk allowance.
- c) To grant the Director of Strategy & Delivery, in consultation with the Mayor, delegated authority to approve a reduction in the scope of the scheme to enable delivery of the BP Roundabout alone in the event of the risks set out at paragraph 2.7 of the report materialising.

## **70. ELY AREA CAPACITY ENHANCEMENT PROGRESS REPORT**

Members considered a report that provided a summary of the work undertaken on the Ely Area Capacity Enhancement project to date, potential outcomes and next steps.

Introducing the report, the Mayor highlighted the significance and importance of the junction that was ignored by the Government. Freight was being transported from Felixstowe via London which was inefficient and costly. The costs of improving the capacity were substantial. However, the impact of the current situation could be felt across East Anglia. Significant pressure was being exerted on the Government putting the case for improved passenger and freight transport through the area.

The Mayor drew attention to Queen Adelaide and highlighted the commitment to maintaining access to Queen Adelaide.

In discussing the report Members:

- Welcomed the priority to safeguard the residents of Queen Adelaide as there was a risk that it could be lost by Network Rail.
- Emphasised the importance of Network Rail's engagement with the project and the road crossings. Freight travelling from Felixstowe was also highlighted, suggesting that Suffolk County Council could contribute to the lobbying effort to move the project forward.
- Highlighted the role of the Port Authority and the contribution they could make to the development of the project.
- Suggested involving Local Enterprise Partnerships and Business Boards in collaborating to deliver a financial package to support the proposals.

It was resolved to:

- a) Note the progress report;
- b) Provide officers any necessary guidance on further engagement with Network Rail and other partners about the scheme; and
- c) Express a view on the objectives for any further funding for this project from the Combined Authority's budget in 2020-21.

## **71. LOCAL TRANSPORT PLAN AND THE CAMBRIDGESHIRE AUTONOMOUS METRO**

The Committee received a report that sought agreement that the existing Greater Cambridge Partnership (GCP) CAM schemes be considered in the context of a Local Transport Plan (LTP) sub-strategy setting out the vision for the CAM Metro has a whole; and for provision of short-term public transport improvements between Cambourne and Cambridge.

The Interim Monitoring Officer informed the Committee that contrary to the published report that indicated it was a key decision it was not.

In discussing the report:

- The Member for South Cambridgeshire District Council and Chairman of the Greater Cambridge Partnership (GCP) Executive Board emphasised how crucial the issue was for South Cambridgeshire, the implications for the Local Plan and the GCP. The report followed a letter from the Mayor to the GCP and public statements that

expressed concerns regarding GCP proposals for the Cambridge to Cambourne route but had been unable to ascertain what those concerns were. The Mayor confirmed that his concerns related to the GCP and whether as an organisation it understood the wider strategy necessary to solve the transport issues in the county. The transport problems primarily affected areas surrounding the city and were not in the city. The Mayor explained that when the joint working policy was agreed it was for a metro route and he stated at that time his serious concerns about Coton, Hardwick, Cambourne and Adams Road shared by residents that did not appear to have been considered by the GCP. Residents had been told that the CAM would not happen and that a busway was therefore the only option. The Mayor expressed doubt that the GCP intended to deliver a metro route especially in Cambourne. The Mayor underlined the Combined Authority's commitment to the delivery of a metro system that encompassed Cambourne and west Cambridge, commenting that the proposed Cambourne to Cambridge busway would not alleviate transport problems around Cambridge. The Mayor drew attention to the proposed additional bus routes to Cambridge North Station and Addenbrooke's that would be funded by the Combined Authority.

- The Member for South Cambridgeshire informed the Committee that in response to the Mayor's letter an invitation had been extended to the Mayor for a meeting. Legal advice had also been sought with regard to the report before the Committee that advised the report was inadequate for the decision the Committee was being asked to consider. The legal implications within the report were insufficient. The delegation of functions to the GCP had not been considered fully and addressed in the report. Highways powers were delegated to the GCP from Cambridgeshire County Council which were different to the powers of the Combined Authority. The Member then went on to draw attention to the issue of reasonableness of the decision the Committee was being asked to make and whether the information within the report was sufficient to decide that the scheme would not go ahead which was the implication of the report. In referring to page 97 of Local Transport Plan (LTP), specifically paragraphs 3.61 and 3.76 and put forward the view that the decisions the Committee was being asked to make contradicted the LTP and consideration should be given to relevant factors such as the amount of money spent thus far and the implications for stopping the project which was not addressed in the report. The decision of the Committee would not be lawful based on the information presented and would place the Combined Authority at risk of legal challenge through judicial review. Attention was drawn to the South Cambridgeshire Local Plan. Central to the Local Plan was the development of Bourne Airfield and essential to that development was a high quality public transport route, if that was not deliverable then the Local Plan was open to challenge. Furthermore, there were implications for the 5 year land supply and East West Rail as a result of the decision. The issue of the nature of the Cambridge to Camborne scheme was addressed 18 months ago when there was a pause and Arup were commissioned to undertake a review. They provided guidance to ensure the scheme was compatible with CAM. A sub-strategy that was inconsistent with the LTP was problematic and expressed concern for the delays that would be caused to the delivery of a high quality public transport link between Cambridge and Cambourne. The Member for South Cambridgeshire and Chairman of the GCP Executive Board concluded by suggesting that the decision the Committee was being asked to make was premature and should be deferred in order to allow the GCP and the Combined

Authority to discuss further how to move forward. The Mayor responded by confirming the commitment to deliver a Cambourne to Cambridge route and was consistent with the LTP.

- The Member for Cambridge City stated her support for the points raised by the Member for South Cambridgeshire and commented that significant investment would be required in buses in order to achieve modal shift. Within the report there was a key decision to be made and there was insufficient information on which to make a decision.
- The Interim Monitoring Officer advised the Committee that the report contained sufficient information and the legal implications explained sufficiently what Members needed to know in order to reach a lawful decision.
- A Member sought clarity regarding the proposed sub-strategy and how it linked to the LTP. Officers explained that the LTP contained a number of sub-strategies that could be updated as and when decision are made. The Mayor explained that the proposed construction period was consistent with the timescales proposed by the GCP. Direct bus routes between Cambourne and Cambridge would be provided within the next 6 months delivered through Combined Authority's budget. The development of Bourne Airfield would also provide substantial S106 money. The Mayor emphasised the commitment to the CAM project and that the proposal was consistent with the Local Plan.
- The Member for Cambridgeshire County Council provided commitment from the County Council to assist with the development of the scheme together with the A428.
- The Member for South Cambridgeshire and Chairman of the GCP Executive Board again sought clarity regarding the legality of the decision the Committee was being asked to make as the report did not mention highways powers. He suggested that under the devolution deal and working together in terms of the LTP it would not be reasonable to proceed without those powers. The Mayor stated the view of the Combined Authority that the project could not be completed using only highways powers and that transport powers were required.
- The Mayor explained that the delivery of CAM was complimentary to the timing of the original Cambourne to Cambridge scheme and therefore was compatible with the Local Plan.
- A Member drew attention to additional buses and expressed concern that there was little evidence additional buses would achieve anything or address Bourne Airfield.
- The need to be clear regarding legal implications surrounding partnership working was highlighted by a Member.

It was proposed by Mayor Palmer and seconded by Councillor Schumann that the recommendation be moved. Councillor Van de Weyer with the agreement of the Committee requested a recorded vote.



It was resolved [6 in favour: Palmer, Bates, Hiller, Neish, Schuman and Seaton 2 against: Massey and Van de Weyer] to:

- a) Commission the preparation of a LTP sub-strategy setting out the vision for the CAM Metro as a whole, against which schemes contributing to the CAM can be considered; and
- b) Authorise officers to propose short term public transport improvements between Cambourne and key employment sites in Cambridge.

**59. DATE OF NEXT MEETING**

Wednesday 29<sup>th</sup> April 2020, Incubator 2, Alconbury Weald Enterprise Campus, Huntingdon.

**Chairman**





**CAMBRIDGESHIRE  
& PETERBOROUGH**  
COMBINED AUTHORITY

**JAMES PALMER**  
CAMBRIDGESHIRE &  
PETERBOROUGH MAYOR

# **CAMBRIDGESHIRE & PETERBOROUGH COMBINED AUTHORITY'S FORWARD PLAN OF EXECUTIVE DECISIONS**

PUBLISHED TUESDAY 14 APRIL 2020

## FORWARD PLAN

### PURPOSE

The Forward Plan sets out all of the key decisions which the Combined Authority Board and Executive Committees will be taking in the coming months. This makes sure that local residents and organisations know what key decisions are due to be taken and when.

The Forward Plan is a live document which is updated regularly and published on the [Combined Authority website](#) (click the Forward Plan' button to view). At least 28 clear days' notice will be given of any key decisions to be taken.

### WHAT IS A KEY DECISION?

A key decision is one which, in the view of the Overview and Scrutiny Committee, is likely to:

- i. result in the Combined Authority spending or saving a significant amount, compared with the budget for the service or function the decision relates to (usually £500,000 or more); or
- ii. have a significant effect on communities living or working in an area made up of two or more wards or electoral divisions in the area.

### NON-KEY DECISIONS

For transparency, the Forward Plan also includes all non-key decisions to be taken by the Combined Authority Board and Executive Committees.

### ACCESS TO REPORTS

A report will be available to view online one week before a decision is taken. You are entitled to view any documents listed on the Forward Plan after publication, or obtain extracts from any documents listed, subject to any restrictions on disclosure. There is no charge for viewing the documents, although charges may be made for photocopying or postage. Documents listed on this notice can be requested from Robert Parkin, Chief Legal Officer and Monitoring Officer for the Combined Authority at [Robert.Parkin@cambridgeshirepeterborough-ca.gov.uk](mailto:Robert.Parkin@cambridgeshirepeterborough-ca.gov.uk).

The Forward Plan will state if any reports or appendices are likely to be exempt from publication or confidential and may be discussed in private. If you want to make representations that a decision which it is proposed will be taken in private should instead be taken in public please contact Robert Parkin, Chief Legal Officer and Monitoring Officer at [Robert.Parkin@cambridgeshirepeterborough-ca.gov.uk](mailto:Robert.Parkin@cambridgeshirepeterborough-ca.gov.uk) at least five working days before the decision is due to be made. A definition of exempt and confidential information is set out at the end of this document.

### NOTICE OF DECISIONS

Notice of the Combined Authority Board's decisions and Executive Committee decisions will be published online within three days of a public meeting taking place.

### STANDARD ITEMS TO COMMITTEES

The following reports are standing items and will be considered by at each meeting of the relevant committee. The most recently published Forward Plan will also be included on the agenda for each Executive Committee meeting:

#### Housing and Communities Committee

1. £100m Affordable Housing Programme Update
2. £70m Cambridge City Council Affordable Housing Programme: Update
3. £100k Homes and Community Land Trusts Update

#### Skills Committee

1. Budget and Performance Report
2. Employment and Skills Board Update

#### Transport and Infrastructure Committee

1. Budget Monitor Update
2. Performance Report

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	KEY DECISION OR DECISION	PURPOSE OF REPORT	CONSULTATION	CONTACT DETAILS/ REPORT AUTHOR	LEAD MEMBER	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (INCLUDING EXEMPT APPENDICES)
<b>Skills Committee</b>									
1.	Careers Progression and Work Readiness (Hampton Academies Trust pilot) – Update Paper	Skills Committee	27 April 2020	Decision	To receive an update on the Careers Progression and Work Readiness (Hampton Academies Trust pilot)	Relevant internal and external stakeholders	John T Hill Director of Business and Skills	Councillor John Holdich Lead Member for Skills	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
2.	Adult Education Budget Top Slice Review  [May contain exempt appendices]	Skills Committee	27 April 2020	Decision	To consider a review and recommendation for the future top slice required to implement the delivery of Adult Education Budget.	Relevant internal and external stakeholders	John T Hill Director of Business and Skills	Councillor John Holdich Lead Member for Skills	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
3.	Adult Education Budget Innovation Fund	Skills Committee	27 April 2020	Decision	To consider the creation of an Innovation Fund for the Adult Education Budget (AEB) and make recommendations to the Combined Authority Board.	Relevant internal and external stakeholders	John T Hill Director of Business and Skills	Councillor John Holdich Lead Member for Skills	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>Housing and Communities Committee</b>									
4.	Communities remit of the Housing and Communities Committee	Housing and Communities Committee	27 April 2020	Decision	To brief the committee on its communities remit.	Relevant internal and external stakeholders	Roger Thompson, Director of Housing and Development	Councillor Chris Boden  Lead Member for Housing	It is not anticipated that there will be any documents other than the report and relevant appendices to be published
5.	£100m Affordable Housing Programme Scheme Approvals – April 2020  i. Brampton Park, Brampton, Hunts ii. St Thomas Park, Ramsey, Hunts iii. Whittlesey Green, Whittlesey (Fenland District Council),	Housing and Communities Committee	27 April 2020	Key Decision 2020/004	To consider and approve allocations to new schemes within the £100m Affordable House Programme.	Relevant internal and external stakeholders	Roger Thompson, Director of Housing and Development	Councillor Chris Boden  Lead Member for Housing	It is not anticipated that there will be any documents other than the report and relevant appendices to be published

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	KEY DECISION OR DECISION	PURPOSE OF REPORT	CONSULTATION	CONTACT DETAILS/ REPORT AUTHOR	LEAD MEMBER	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (INCLUDING EXEMPT APPENDICES)
	<p>Sandpit Road, Thorney (Peterborough City Council), Harriers Rest, Wittering (Peterborough City Council), and Cromwell Fields, Bury (Huntingdonshire District Council)</p> <p>iv. Roman Fields, Paston, Manor Drive, Peterborough</p> <p>v. JMS (former John Mansfield school site). Damson Drive, Peterborough</p> <p>[May include exempt appendices]</p>								
6.	£100m Affordable Housing Programme: Approval of Revised Business Plan for Angle Developments (East) Ltd	Housing and Communities Committee	27 April 2020	Decision	To recommend consent be given to the adoption of the revised Business Plan for Angle Developments (East) Limited.	Relevant internal and external stakeholders	Nick Sweeney Development Manager	Councillor Chris Boden  Lead Member for Housing	It is not anticipated that there will be any documents other than the report and relevant appendices to be published
<b>Combined Authority Board Governance and Finance Items</b>									
7.	Minutes of the Meeting on 29 January 2020	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To agree the minutes of the Combined Authority Board meeting on 29 January 2020.	Relevant internal and external stakeholders	Richenda Greenhill, Democratic Services Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
8.	Minutes of the Mayoral decision-making meeting on 25 March 2020 (remote meeting)	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To agree the minutes of the Mayoral decision-making meeting on 25 March 2020.	Relevant internal and external stakeholders	Richenda Greenhill, Democratic Services Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	KEY DECISION OR DECISION	PURPOSE OF REPORT	CONSULTATION	CONTACT DETAILS/ REPORT AUTHOR	LEAD MEMBER	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (INCLUDING EXEMPT APPENDICES)
9.	Forward Plan	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To approve the latest version of the forward plan.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
10.	Budget Monitor Update	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To provide an update on the revenue and capital budgets for the year to date	Relevant internal and external stakeholders	Jon Alsop Section 73 Chief Finance Officer	Councillor Steve Count Lead Member for Investment and Finance	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>Combined Authority Decisions</b>									
11.	Covid-19 Update Report	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To provide an update on work being undertaken by the Cambridgeshire and Peterborough Combined Authority in response to Covid-19.	Relevant internal and external stakeholders	Kim Sawyer Chief Executive	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
12.	Sustainable Travel (Peterborough)	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To approve the drawdown of funds for the 2020/21 financial year to enable continued support for the sustainable travel project within Peterborough.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
13.	Local Transport Plan – CAM Sub-Strategy	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Key Decision 2020/036	To consider a draft CAM Sub-Strategy for the Local Transport Plan and agree a consultation process.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
<b>By recommendation to the Combined Authority</b>									
<b>Recommendations from the Transport and Infrastructure Committee: 6 March 2020</b>									
14.	Lancaster Way A142/ A10 Roundabout Improvements	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Key Decision 2020/028	To confirm funding to support the delivery of the A10/A142 BP roundabout and the Lancaster Way roundabout to support continued investment in	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	KEY DECISION OR DECISION	PURPOSE OF REPORT	CONSULTATION	CONTACT DETAILS/ REPORT AUTHOR	LEAD MEMBER	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (INCLUDING EXEMPT APPENDICES)
					the Lancaster Way Enterprise Zone.				
15.	St Neots River Great Ouse Northern Crossing Cycle Bridge	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Key Decision 2020/032	To consider whether work on the St Neots Foot and Cycle Bridge should cease, the project be removed from the Combined Authority's Business Plan and the remaining project funding be re-allocated to projects within the St Neots Masterplan.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
<b>Recommendations from the Housing and Communities Committee</b>									
16.	£100m Affordable Housing Programme: Approval of Revised Business Plan for Angle Developments (East) Ltd	Cambridgeshire and Peterborough Combined Authority Board	29 April 2020	Decision	To approve the revised Business Plan for Angle Developments (East) Limited.	Relevant internal and external stakeholders	Nick Sweeney Development Manager	Councillor Chris Boden Lead Member for Housing	It is not anticipated that there will be any documents other than the report and relevant appendices to be published
<b>Recommendations from the Skills Committee</b>									
17.	Adult Education Budget Innovation Fund	Skills Committee	29 April 2020	Decision	To consider the creation of an Innovation Fund for the Adult Education Budget (AEB).	Relevant internal and external stakeholders	John T Hill Director of Business and Skills	Councillor John Holdich Lead Member for Skills	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>Transport and Infrastructure Committee</b>									
18.	Coldhams Lane Roundabout	Transport and Infrastructure Committee	29 April 2020	Decision	To update Committee and to provide variations to the options presented in the January 2020 Committee following a value engineering exercise; and reflect this information in an updated programme for consultation and then to construction.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.



DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	KEY DECISION OR DECISION	PURPOSE OF REPORT	CONSULTATION	CONTACT DETAILS/ REPORT AUTHOR	LEAD MEMBER	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (INCLUDING EXEMPT APPENDICES)
19.	Bus Reform Task Force: Outline Business Case stage approval	Transport and Infrastructure Committee	29 April 2020	Decision	To seek authority to move on to the creation of an Outline Business Case.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
20.	A10 Dualling and Junctions Strategic Outline Business Case	Transport and Infrastructure Committee	29 April 2020	Decision	To consider an update on progress on the A10 Dualling and Junctions Strategic Outline Business Case.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
<b>Combined Authority Board – Annual Meeting Governance and Finance Items</b>									
21.	Minutes of the meeting on 29 April 2020	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Decision	To approve the minutes of the previous meeting.	Relevant internal and external stakeholders	Richenda Greenhill, Democratic Services Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
22.	Forward Plan	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Decision	To approve the latest version of the forward plan.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
23.	Membership of the Combined Authority	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To note the appointment of Members of Constituent Councils and appointments to the Business Board for 2020/21 (and their Substitute Members) and to appoint any Non-Constituent Members of Co-opted Members.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
24.	Appointments to Executive Committees, appointment of Committee Chairs and Lead Members	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To approve Lead Member responsibilities and appoint such executive Committees as the Combined Authority considers appropriate, their membership and the Chair for 2020/21.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.

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25.	Appointment of the Overview and Scrutiny Committee	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To appoint the Overview and Scrutiny Committee, including its terms of reference, size and allocation of seats to political parties in accordance with political balance requirements, according to the nominations received from constituent councils.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
26.	Appointment of the Audit and Governance Committee	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To appoint the Audit and Governance Committee, including its terms of reference, size and allocation of seats to political parties in accordance with political balance requirements, according to the nominations received from constituent councils.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
27.	Calendar of meetings 2020/21	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To agree the calendar of meetings for 2020/21.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
28.	Review of the new governance arrangements	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To review the Constitution and the new governance arrangements introduced with effect from 1 November 2019 and agree any proposed changes to the Constitution.	Relevant internal and external stakeholders, including the Audit and Governance Committee	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
29.	Overview and Scrutiny Committee Annual Report 2019/20	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To receive the Overview and Scrutiny Committee's annual report 2019/20.	Relevant internal and external stakeholders	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
30.	Complaints Policy	Cambridgeshire and Peterborough	3 June 2020	Decision	To consider the adoption of a revised complaints policy.	Relevant internal and external stakeholders,	Robert Parkin Chief Legal Officer and	Mayor James Palmer	It is not anticipated that there will be any documents other than the

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	KEY DECISION OR DECISION	PURPOSE OF REPORT	CONSULTATION	CONTACT DETAILS/ REPORT AUTHOR	LEAD MEMBER	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (INCLUDING EXEMPT APPENDICES)
		Combined Authority				including the Audit and Governance Committee	Monitoring Officer		report and relevant appendices.
31.	Code of Corporate Governance	Cambridgeshire and Peterborough Combined Authority	3 June 2020	Decision	To consider the adoption of a revised Code of Corporate Governance.	Relevant internal and external stakeholders, including the Audit and Governance Committee	Robert Parkin Chief Legal Officer and Monitoring Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
32.	Performance Monitoring Report: June 2020	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Decision	To note performance reporting updates.	Relevant internal and external stakeholders	Paul Raynes Director of Delivery and Strategy	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
33.	Budget Monitor Report	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Key Decision 2020/030	To provide an update on the revenue and capital budgets for the year to date	Relevant internal and external stakeholders	Jon Alsop Section 73 Chief Finance Officer	Councillor Steve Count Lead Member for Investment and Finance	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>Combined Authority Decisions</b>									
34.	Market Towns Programme – Approval of Masterplans for East Cambridgeshire	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Key Decision 2020/018	To approve Market Town Masterplans for East Cambridgeshire (Littleport, Ely and Soham)	Relevant internal and external stakeholders	John T Hill Director of Business and Skills	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.
35.	Innovation Body Outline Business Case	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Key Decision 2020/022	To approve the Innovation Body outline business case.	Relevant internal and external stakeholders	Kim Sawyer Chief Executive	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices.

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<b>Mayoral Decision</b>									
36.	Local Highways Maintenance Capital Grant Allocation 2020/21	Mayor	3 June 2020	Key Decision 2020/031	To consult the Combined Authority Board on the allocation of the 2020/21 Highways Maintenance Capital grants and recommend to the Mayor the allocation in line with the shares set out by the Department for Transport.	Relevant internal and external stakeholders	Jon Alsop Section 73 Chief Finance Officer	Mayor James Palmer	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>BY RECOMMENDATION TO THE COMBINED AUTHORITY BOARD</b>									
<b>Recommendations from the Housing and Communities Committee</b>									
37.	Cambridge City Council £70m Affordable Housing Programme Forecast 2020/21	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Key Decision 2020/035	To consider and agree the Cambridge City Council £70m Affordable Housing Programme Forecast 2020/21	Relevant internal and external stakeholders	Roger Thompson Director of Housing and Development	Councillor Chris Boden Lead Member for Housing	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>Recommendations from the Business Board</b>									
38.	Local Growth Fund Programme Management: June 2020	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Key Decision 2020/027	To review the Local Growth Fund Budget and amend as required.	Relevant internal and external stakeholders	John T Hill, Director of Business & Skills	Austen Adams, Chair of the Business Board  Councillor John Holdich Lead Member for Economic Growth	It is not anticipated that there will be any documents other than the report and relevant appendices to be published
39.	Growth Service - Full Business Case  [May include exempt appendices]	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Key Decision 2020/029	To approve the Full Business Case for mobilisation of the Growth Service.	Relevant internal and external stakeholders	John T Hill, Director of Business & Skills	Austen Adams, Chair of the Business Board  Councillor John Holdich Lead Member for Economic Growth	It is not anticipated that there will be any documents other than the report and relevant appendices to be published

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40.	Advanced Materials and Manufacturing Sector Strategy	Cambridgeshire and Peterborough Combined Authority Board	3 June 2020	Decision	To approve the adoption of the Advanced Materials and Manufacturing Sector Strategy.	Relevant internal and external stakeholders	John T Hill Director of Business and Skills	Austen Adams Chair of the Business Board  Councillor John Holdich Lead Member for Economic Growth	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

**SUBMIT YOUR COMMENTS OR QUERIES TO  
CAMBRIDGESHIRE AND PETERBOROUGH COMBINED  
AUTHORITY**

Please send your comments or queries to Robert Parkin, Chief Legal Officer and Monitoring Officer, at [Robert.Parkin@cambridgeshirepeterborough-ca.gov.uk](mailto:Robert.Parkin@cambridgeshirepeterborough-ca.gov.uk)

Your comment or query:

How can we contact you with a response?  
(please include a telephone number, postal and/or e-mail address)

Name .....

Address .....

.....

Tel: .....

Email: .....

Who would you like to respond?

<b>TRANSPORT AND INFRASTRUCTURE COMMITTEE</b>	<b>AGENDA ITEM No: 2.1</b>
<b>29 APRIL 2020</b>	<b>PUBLIC REPORT</b>

## TRANSPORT IMPACTS OF COVID-19

### 1.0 PURPOSE

- 1.1. To consider the impacts of the COVID-19 pandemic on the transport network of Cambridgeshire and Peterborough and to make recommendations to the Combined Authority Board on how the Authority can maximise the opportunities that may arise following end of the pandemic.

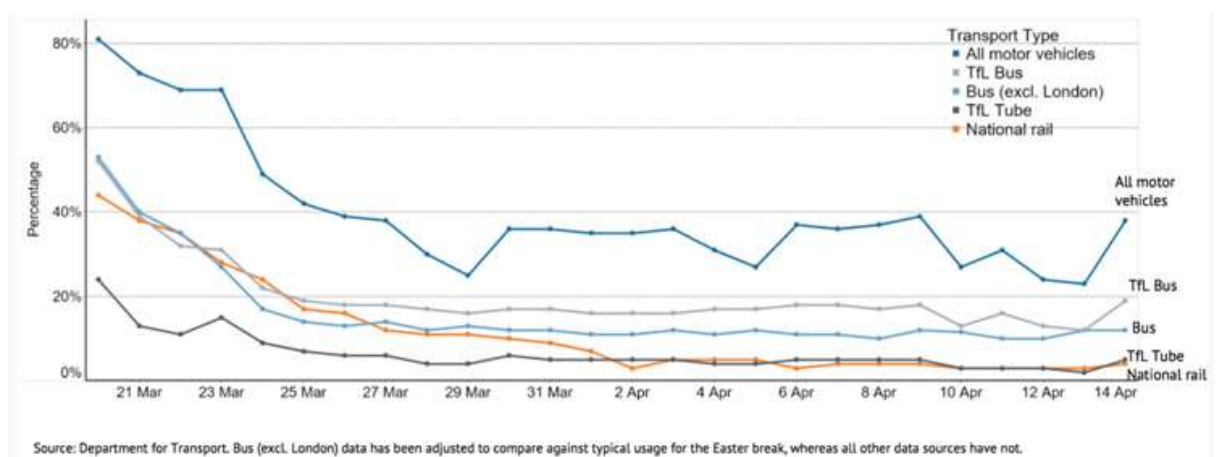
<b><u>DECISION REQUIRED</u></b>	
<b>Lead Member:</b>	<b>Mayor James Palmer</b>
<b>Lead Officer:</b>	<b>Paul Raynes</b>
<b>Forward Plan Ref:</b>	<b>Key Decision: No</b>
<p>The Transport and Infrastructure Committee is recommended to:</p> <p>(a) Consider the impacts of the COVID-19 pandemic and give officers guidance on how the Authority should approach the transport opportunities and challenges that may arise following the end of the current lockdown.</p>	<p><b>Voting arrangements</b></p> <p>Simple majority of all Members</p>

## 2.0 BACKGROUND

- 2.1. This paper discusses the impact of the COVID-19 lockdown on travel patterns, with a view to understanding the risks and opportunities the coming recovery phase may present for the achievement of the Combined Authority's aim as set out in the Local Transport Plan (LTP), including for carbon reduction, air quality and modal shift.

### COVID-19 impacts on transport – global and national changes

- 2.2. The impacts of the pandemic have been felt worldwide. The Global Carbon Project, which produces widely watched annual emissions estimates, has stated that carbon dioxide output could fall by more than 5% year-on-year (globally).
- 2.3. The impact of the COVID-19 pandemic on the transport network has been significant. Nationally, traffic flows have reduced by 73% compared with pre-outbreak levels, with rail travel having decreased by 90%. Tube and bus journeys in London down by 94% and 83% respectively.
- 2.4. All travel has decreased significantly in urban areas, with walking, cycling, van and car journeys all down by approximately three-quarters, whilst bus numbers have fallen by 60%. The number of large lorries has declined by 40% as essential supplies continue to be transported.
- 2.5. Detailed data from Vivacity, a video analysis company, shows that pedestrian, bicycle and car journeys in urban areas started falling a few days after the Government announced it was moving from the contain to the delay phase of its pandemic response on 12th March. Bus, van and large HGV trips started falling later, after Boris Johnson announced a national lockdown on 23rd March.



- 2.6. Traffic deaths and injuries are likely to have fallen significantly as a result, but data is not yet available. Noise pollution, which is also known to have adverse



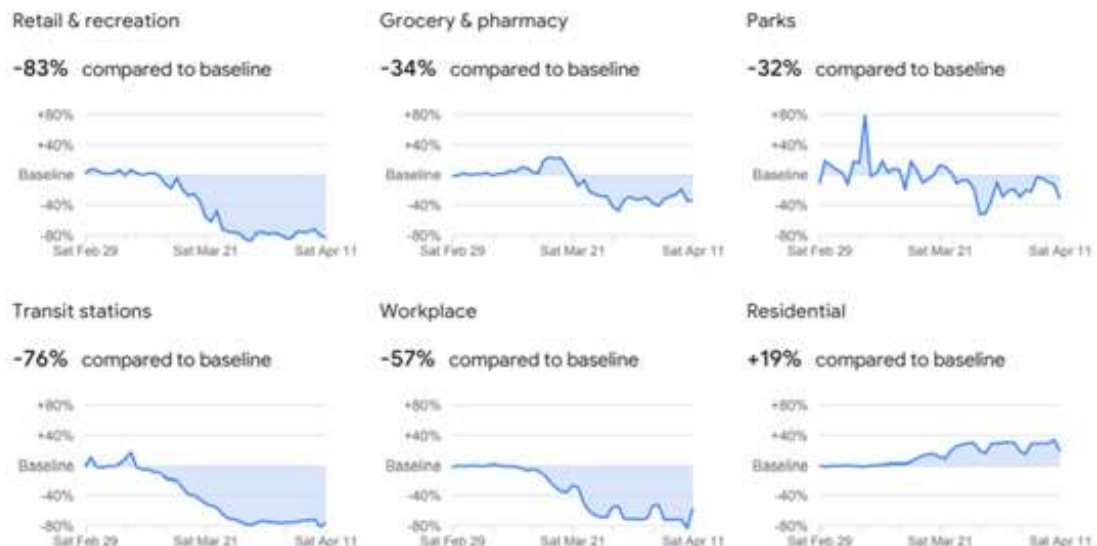
effects on human health, is down, and the quieter streets have encouraged wildlife to venture into some towns.

- 2.7. Some scientists have suggested that the number of early deaths avoided due to cleaner air might potentially outnumber the deaths from coronavirus. As a direct consequence of a decrease in traffic volumes, there has been a significant reduction in air pollution across the UK's major cities. Levels of toxic pollutants were likely to fall even further, as traffic remained off the roads but prevailing westerly winds from the Atlantic returned. Current easterly winds are bringing additional pollution from continental Europe to Britain. The data shows drops in tiny particle pollution of a third to a half in London, Birmingham, Bristol and Cardiff (changes in levels within Cambridge and Peterborough being sought). For nitrogen dioxide (NO<sub>2</sub>) pollution, the data also shows declines of a third to a half in London, Birmingham, Bristol and Cardiff, and drops of 10-20% in the other cities.

### COVID-19 impacts on transport – locally

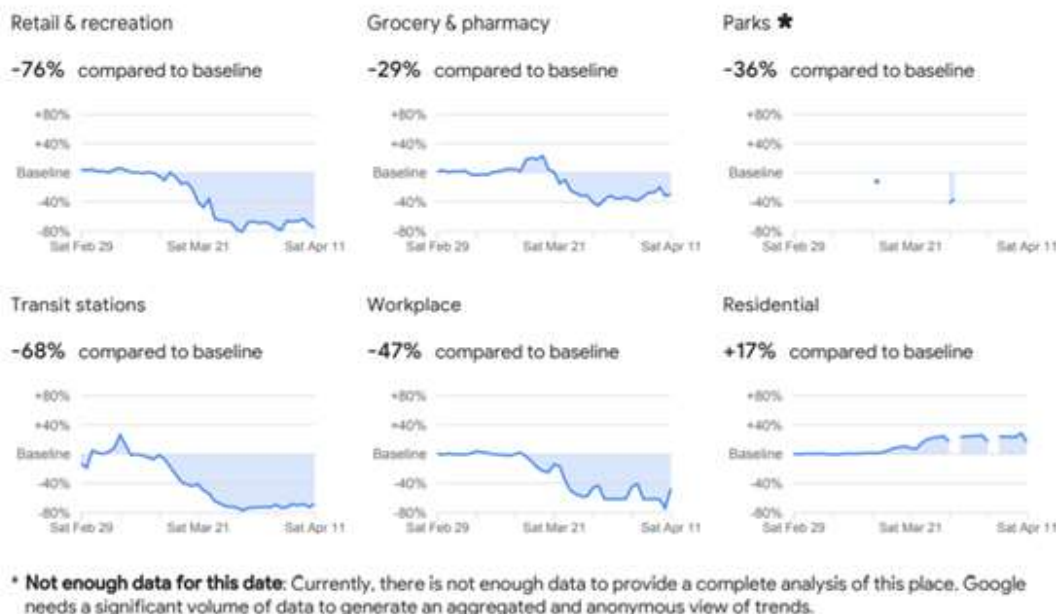
- 2.8. The following two diagrams show the impact that COVID-19 has had on the transport networks in Cambridgeshire and Peterborough. The information below is provided by Google's Mobility Reports that chart movement trends over time by geography, across different categories of places such as retail and recreation, groceries and pharmacies, parks, transit stations, workplaces, and residential (\* correct as of 21<sup>st</sup> April – latest report).

#### Cambridgeshire



\* **Not enough data for this date:** Currently, there is not enough data to provide a complete analysis of this place. Google needs a significant volume of data to generate an aggregated and anonymous view of trends.

## Peterborough



- 2.9. The lockdown has had a very significant impact on public transport operators. Patronage on buses is down some 90% within the Authority area. The operators have reduced services in response with about half the normal level of bus services have been running.
- 2.10. This means that the providers have faced greater reductions in fare income than their ability to cut costs. Bus companies have significant fixed costs and do not benefit from the government's rate relief scheme. The position of smaller firms is likely to be particularly challenging.
- 2.11. The Mayor raised the challenges of the local bus sector in conversations with the Secretary of State for Transport and the Buses Minister, Baroness Vere. He made specific proposals for providing targeted assistance to Ministers on 26 March. On 4 April, the government announced a package of support for the bus industry. The majority of this support will be provided directly, but the Combined Authority will distribute a proportion of the funding. Officers estimate that Cambridge and Peterborough bus firms will receive some £5 million over 12 weeks as a result of this package. Within that total, some £275,000 will be distributed by the Combined Authority.
- 2.12. The Mayor also raised with Ministers the position of school transport providers. Subsequently, government guidance made it clear that contracts with school transport providers should be honoured in full for the coming term, even if schools remain shut. Cambridgeshire County Council have confirmed that this will be their approach.
- 2.13. As the Transport Authority, it is important that the Authority continues to work with CCC and PCC as Highway Authorities and other key stakeholders and

partners to maximise the transformational benefits to the region's transport network that may emerge following the end of the pandemic.

### **Questions to consider**

- 2.14. The Committee will receive a presentation at the meeting based on up to date information that sets out questions about the potential risks and opportunities in the COVID-19 recovery for achieving the LTP policy objectives.

## **SIGNIFICANT IMPLICATIONS**

### **3.0 FINANCIAL IMPLICATIONS**

- 3.1. There are no direct financial implications arising from the recommendations made for decision in this report. However, depending on the recommended opportunities pursued as a consequence it maybe that this will impact on future spends to meet the demands of the overarching strategy.

### **4.0 LEGAL IMPLICATIONS**

- 4.1. Article 8 of the Peterborough and Cambridgeshire Combined Authority Order 2017 (SI 2017 No.251) confirmed the Cambridgeshire and Peterborough Combined Authority as the Local Transport Authority for its area. Under Article 8 (a) of the 2017 Order the Combined Authority assumed powers and duties contained within parts 4 and 5 of the Transport Act 1985, and under Article 8 (b) Part 2 of the Transport Act 2000 (as amended), which included the duty to produce a LTP.
- 4.2. The purpose of the LTP and subsequent strategies is to develop policies for the promotion and encouragement of safe, integrated, efficient and economic transport (s.108 Transport Act 2000 as amended by the Local Transport Act 2008).
- 4.3. Developing a LTP is a duty of the Combined Authority by way of section 9 of the Local Transport Act 2008.

### **5.0 OTHER SIGNIFICANT IMPLICATIONS**

- 5.1. None

### **6.0 APPENDICES**

- 6.1. None



<b>TRANSPORT AND INFRASTRUCTURE COMMITTEE</b>	<b>AGENDA ITEM No: 2.2</b>
<b>29<sup>th</sup> April 2020</b>	<b>PUBLIC REPORT</b>

## **BUDGET AND PERFORMANCE UPDATE**

### **1.0 PURPOSE**

- 1.1. This report provides the regular budget and performance reporting to the Transport and Infrastructure Committee, as agreed by Committee members.

<b><u>DECISION REQUIRED</u></b>	
<b>Lead Member:</b>	<b>James Palmer, Mayor</b>
<b>Lead Officer:</b>	<b>Paul Raynes, Director of Delivery and Strategy</b>
<b>Forward Plan Ref:</b>	<b>Key Decision: No</b>
<p>The Transport and Infrastructure Committee is recommended to:</p> <p>(a) Note the April budget and performance monitoring update</p>	<p><b>Voting arrangements</b></p> <p>N/A</p>

### **2.0 BACKGROUND**

- 2.1. The Combined Authority Board has decided that budget and performance reporting should be seen in the round.
- 2.2. At its January 2020 meeting, the Combined Authority Board approved a new Business Plan and Medium-Term Financial Plan (MTFP). This report shows the actual expenditure to date and forecast outturn position against those budgets.

### 3.0 BUDGET

#### Revenue Budget

3.1. The revenue position for the Transport Directorate, for the 11-month period to 29<sup>th</sup> February 2020, is set out in the table below:

	19-20 Budget (Jan)	Budget Adjustments	19-20 Budget (Feb)	Actuals to 29th February 2020	Forecast Outturn (Jan)	Forecast Outturn (Feb)	Change in Forecast Outturn	Forecast Outturn Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>Workstream Revenue Budgets</b>								
<b>Transport</b>								
CAM	1,907		1,907	1,109	1,907	1,530	(377.0)	(377.0)
A10 SOBC	250		250	116	250	250	-	-
A14 Revenue Feasibility	150		150	0	0	0	-	(150.0)
Huntingdon 3rd River Crossing	300		300	19	30	19	(10.6)	(280.6)
Bus Review Implementation	800		800	27	150	150	-	(650.0)
Cambridge South - Interim Concept	100		100	97	97	97	-	(3.0)
Transport Levy PCC	3,631		3,631	3,328	3,631	3,631	-	-
Transport Levy CCC	8,738		8,738	8,010	8,738	8,738	-	-
Local Transport Plan	377		377	353	355	355	-	(21.7)
Sustainable Travel	150		150	111	150	150	-	-
Schemes, Studies and Monitoring	100		100	58	100	100	-	-
<b>Total Transport</b>	<b>16,503</b>	<b>0</b>	<b>16,503</b>	<b>13,229</b>	<b>15,408</b>	<b>15,020</b>	<b>(387.6)</b>	<b>(1,482.3)</b>

3.2. Overall there is an expected 9% underspend for the 2019/20 financial year. Discussions are being held with the Project / Programme Managers to accelerate the delivery of schemes where appropriate, whilst proactively addressing the key issues and barriers of the more challenging projects to maintain the Authority's momentum. The most significant Revenue variances are as follows;

- (a) CAM – The forecast has been reduced for 2019/20, due to additional scope being undertaken by the consultants which will not be complete before the end of this financial year but will be ongoing and finalised in the next financial year 2020/2021. Therefore, the saving needs to be carried over into next year's budget;
- (b) A14 Revenue Feasibility – This is currently not a proceeding project and would require a promoter to bid for funding;
- (c) Huntingdon 3<sup>rd</sup> River Crossing – It was decided in the November 2019 Transport Committee to absorb the 3rd River Crossing project in the A141 Capacity Study, and so no separate budget is shown;
- (d) Bus Review Implementation – The 2019/20 outturn forecast has been reduced to £150k, which reflects a revised view of the phasing of the project, which is expected to come in on budget across its whole life of 12 months.

## Capital Budget

3.3. The capital position for Transport for the 11-month period to 29<sup>th</sup> February 2020, is set out in the table below.

Capital	19-20 Budget (Jan)	Budget Adjustments	19-20 Budget (Feb)	Actuals to 29 Feb 2020	Forecast Outturn (Jan)	Forecast Outturn (Feb)	Change in Forecast Outturn	Forecast Outturn Variance
	£m	£m	£m	£m	£m	£m	£m	£m
Kings Dyke CPCA Contribution	2.50		2.50	0.00	0.00	0.00	0.00	(2.50)
Cambridge South Station	0.75		0.75	0.18	0.75	0.36	(0.39)	(0.39)
Soham Station	0.95		0.95	0.03	0.95	0.95	0.00	0.00
St Neots River Crossing Cycle Bridge	0.60		0.60	0.00	0.03	0.00	(0.03)	(0.60)
Wisbech Rail	1.48		1.48	0.95	1.05	1.17	0.12	(0.31)
Wisbech Access Strategy	0.30		0.30	0.00	0.30	0.00	(0.30)	(0.30)
A47 Dualling	0.41		0.41	0.14	0.31	0.17	(0.14)	(0.24)
Ely Rail Capacity next stage	1.00		1.00	0.00	0.00	0.00	0.00	(1.00)
Coldhams Lane roundabout improvements	0.53		0.53	0.08	0.06	0.08	0.02	(0.45)
Eastern Industries Access - Phase 1	0.43		0.43	0.09	0.27	0.06	(0.20)	(0.37)
University Access	0.10		0.10	0.01	0.11	0.05	(0.06)	(0.05)
March junction improvements	1.08		1.08	0.34	0.55	0.55	0.00	(0.53)
Investment into CAM Innovation Company	0.30		0.30	0.00	0.30	0.30	0.00	0.00
Regeneration of Fenland Railway Stations	0.09		0.09	0.00	0.00	0.00	0.00	(0.09)
Regeneration of Fenland Railway Stations - Non Platforms	0.61		0.61	0.29	0.22	0.18	(0.04)	(0.43)
A1260 Nene Parkway Junction 15	0.36		0.36	0.01	0.35	0.23	(0.12)	(0.13)
A1260 Nene Parkway Junction 32-3	0.32		0.32	0.16	0.28	0.25	(0.03)	(0.07)
A141 Capacity enhancements	1.27		1.27	0.14	0.15	0.29	0.14	(0.99)
A16 Norwood Dualling	0.06		0.06	0.00	0.06	0.05	(0.01)	(0.01)
A505 Corridor	1.00		1.00	0.09	0.15	0.10	(0.05)	(0.90)
A605 Oundle Rd Widening - Alwalton-Lynch Wood	0.51		0.51	0.17	0.54	0.54	0.00	0.03
<b>Total</b>	<b>14.65</b>	<b>0.00</b>	<b>14.65</b>	<b>2.69</b>	<b>6.42</b>	<b>5.34</b>	<b>(1.08)</b>	<b>(9.31)</b>

Passported	19-20 Budget (Jan)	Budget Adjustments	19-20 Budget (Feb)	Actuals to 29 Feb 2020	Forecast Outturn (Jan)	Forecast Outturn (Feb)	Change in Forecast Outturn	Forecast Outturn Variance
	£m	£m	£m	£m	£m	£m	£m	£m
Passported								
Highways Maintenance Capital Grants	23.08		23.08	21.19	23.54	23.54	0.00	0.46
A47 J18 improvements	3.85		3.85	2.15	3.85	3.85	0.00	0.00
A605 Stanground East (Whittlesea Access)	2.80		2.80	0.32	0.91	0.91	0.00	(1.89)
<b>Passported Total</b>	<b>29.73</b>	<b>0.00</b>	<b>29.73</b>	<b>23.66</b>	<b>28.30</b>	<b>28.30</b>	<b>0.00</b>	<b>(1.43)</b>

Growth Funds	19-20 Budget (Jan)	Budget Adjustments	19-20 Budget (Feb)	Actuals to 29 Feb 2020	Forecast Outturn (Jan)	Forecast Outturn (Feb)	Change in Forecast Outturn	Forecast Outturn Variance
	£m	£m	£m	£m	£m	£m	£m	£m
King's Dyke Crossing (Growth Fund)	0.78		0.78	0.58	0.64	0.64	(0.00)	(0.14)
Ely Area Capacity Enhancements	2.32		2.32	1.01	1.16	1.16	0.00	(1.16)
Wisbech Access Strategy - Delivery Phase	1.00		1.00	0.72	0.51	0.88	0.36	(0.12)
Soham Station Feasibility	1.00		1.00	1.00	1.00	1.00	0.00	0.00
<b>Growth Funds Total</b>	<b>5.25</b>	<b>0.00</b>	<b>5.25</b>	<b>3.30</b>	<b>3.46</b>	<b>3.82</b>	<b>0.36</b>	<b>(1.43)</b>

<b>Transport total</b>	<b>49.63</b>	<b>0.00</b>	<b>49.63</b>	<b>29.64</b>	<b>38.19</b>	<b>37.47</b>	<b>(0.72)</b>	<b>(12.19)</b>
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3.4. The most significant Capital variances are as follows:

- King's Dyke – The forecast is considerably lower than the budget due to the project being retendered by the County Council;
- Cambridge South Station – Delay in spend due to Network Rail consultancy issues, works therefore slipped up to 6 months. The surplus will need to be carried forward into 20/21;
- St. Neots River Crossing Bridge – It was agreed at the March Transport Committee that work on the St Neots Foot and Cycle Bridge should cease and the project be removed from the Combined Authority's Business Plan with the remaining funding re-allocated to projects within the St Neots Masterplan.
- Wisbech Rail – Change in programme and cost is a result of accepting a Change Event agreeing for surveys to be undertaken which will validate the GRIP 3 Designs. The programme has consequently extended into next financial year; therefore, the remaining budget will be spent in 2020/21;

- (e) Ely Area Capacity Enhancements – The Forecast is based on Network Rail advising that expenditure will continue into 2020/21 and will be subject to a carry forward request at year-end;
- (f) Coldhams Lane – The reduced forecast is due to delay with consultation and commencement of detailed design. A separate paper is being presented to the Committee making proposals relating to this budget;
- (g) Eastern Industries Access Phase 1 – The reduced forecast is due to on-going negotiations with a developer who may be making contributions to the future works;
- (h) March Junction Improvements – Spend to date is likely not to exceed MTFP and will potentially come under the approved budget for the current stage of the Option Assessment Report. The remaining allocation is to be deferred to 2020/21 period. CCC staff time to complete the Public Consultation, CCC MID staff time to manage delivery of the Quick Win schemes.
- (i) Regeneration of Fenland Stations – A number of deliverables have been delayed and are now expected to be completed in 2020-21;
- (j) A141 Capacity Enhancements – Scope change to include 3rd River Crossing. Underspend assumptions due to programme not progressing in line with project expectation with SOBC to OAR/detailed design;
- (k) A505 Corridor – Underspend due to delay to tender process (July 2019). Commencement of actual work once contract award to Stantec started in December 2019;
- (l) A605 Stanground East – The variance is due to statutory undertaker challenges in relation to a main gas supply. This has now been resolved and delivery remains within overall budget and programme;
- (m) Wisbech Access Strategy – the underspend is due to timing delays within the detail design. This is now back on programme and will catch up in 2020/21.



## **4.0 PERFORMANCE REPORTING**

- 4.1. The Cambridgeshire and Peterborough Devolution Deal is about delivering better economic outcomes for the people of our area and commits us to specific results. The Combined Authority needs to monitor how well it is doing that.
- 4.2. Appendix 1 shows the Transport Performance Dashboard, with an update on the delivery against the following growth outcomes at the heart of the Devolution Deal (of which outcomes are embodied in the business cases which the Board and Committees consider):
  - Prosperity (measured by Gross Value Added (GVA))
  - Housing
  - Jobs
- 4.3. A Committee approved set of indicators relating to the Transport team is also included, to supplement the corporate headline reporting on GVA, Housing and Jobs.
- 4.4. Also provided is the RAG status of projects within the Transport portfolio. These are based on the March reporting month.

## **5.0 FINANCIAL IMPLICATIONS**

- 5.1. There are no other financial implications other than those included in the main body of the report.

## **6.0 LEGAL IMPLICATIONS**

- 6.1. The Combined Authority is required to prepare a balanced budget in accordance with statutory requirements.
- 6.2. This Transport and Infrastructure Committee meeting shall be conducted in accordance with Parts 2 and 3 of the Local Authorities and Police and Crime Panels (Coronavirus)(Flexibility of Local Authority and Police and Crime Panel Meetings)(England and Wales) Regulations 2020 (SI 2020 No.392).

## **7.0 SIGNIFICANT IMPLICATIONS**

- 7.1. There are no other significant implications.

## **8.0 APPENDICES**

- 8.1. Appendix 1 – Transport Performance Dashboard



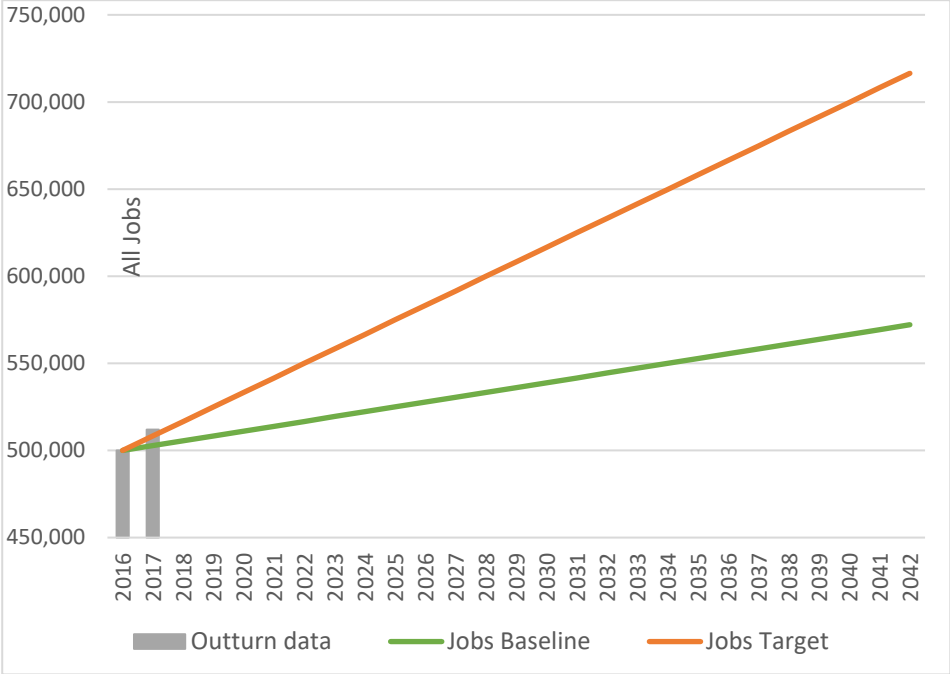
Sources:  
Baseline: Current trend without Devolution Deal interventions  
Outturn data source: GVA and Jobs - Office of National Statistics (ONS);  
Housing - Council Annual Monitoring Reports/CambridgeshireInsights.

TRANSPORT AND INFRASTRUCTURE COMMITTEE  
COMBINED AUTHORITY PERFORMANCE DASHBOARD  
DEVOLUTION DEAL TRAJECTORY

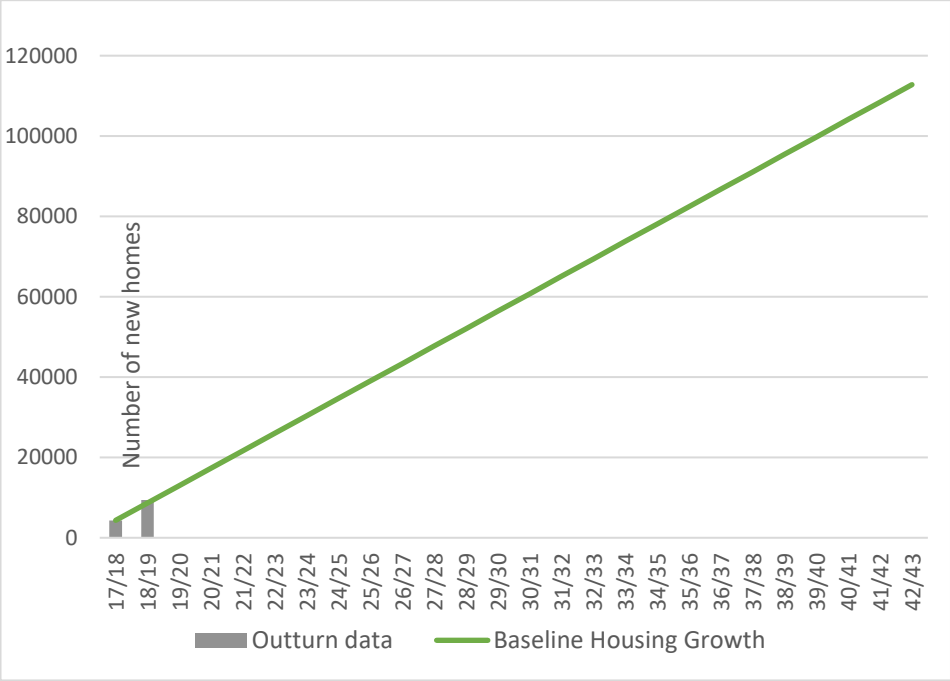
GVA TARGET V BASELINE



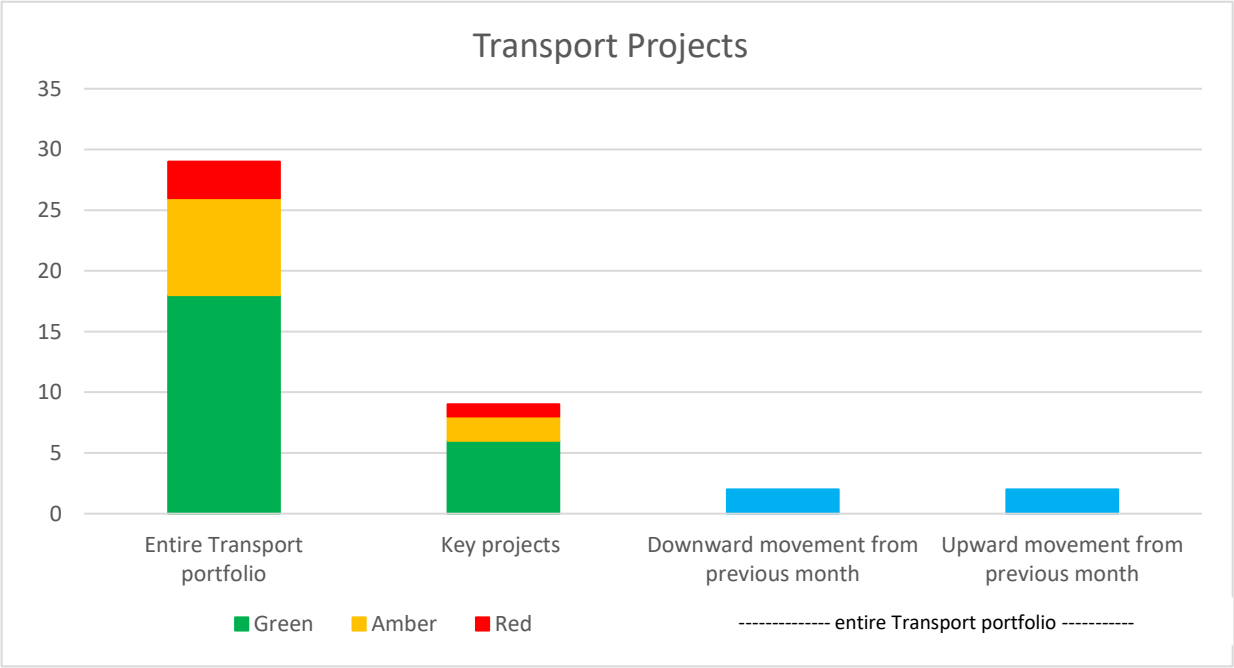
JOBS TRAJECTORY V BASELINE



HOUSING PERFORMANCE (\*cumulative figures)



Combined Authority Transport Project Profile



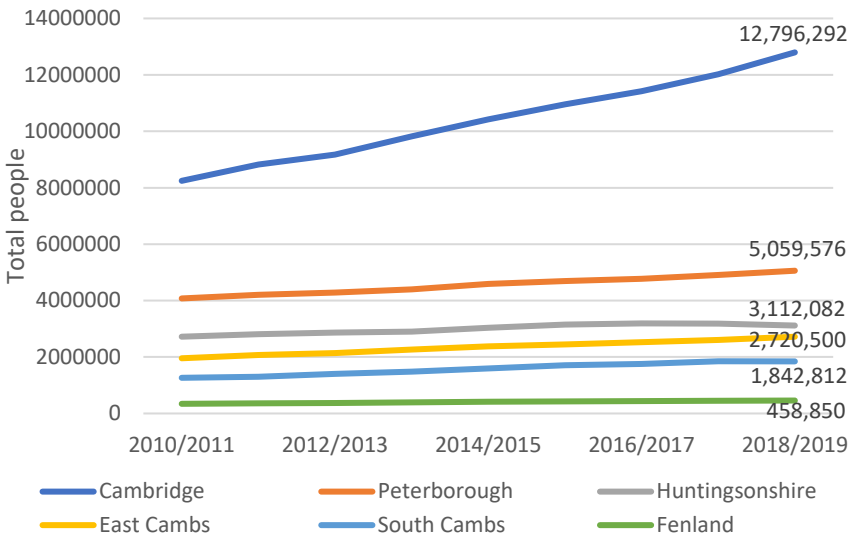
Transport key project breakdown	
Project name	RAG status
A10 Corridor	Green
A47 Dualling Study	Green
Bus Reform Task Force	Green
Cambridge South Station	Green
Regeneration of Fenland Railway Stations	Green
Soham Station	Green
Cambridgeshire Autonomous Metro (CAM)	Amber
Wisbech Rail	Amber
King’s Dyke Level Crossing	Red

\*Project RAG status as at end of March 2020

Sources:  
CambridgeshireInsight (2018)  
Net Zero Cambridgeshire (2019)  
Cambridgeshire City Council Traffic Monitoring Report (2018)  
Department for Transport (2019)

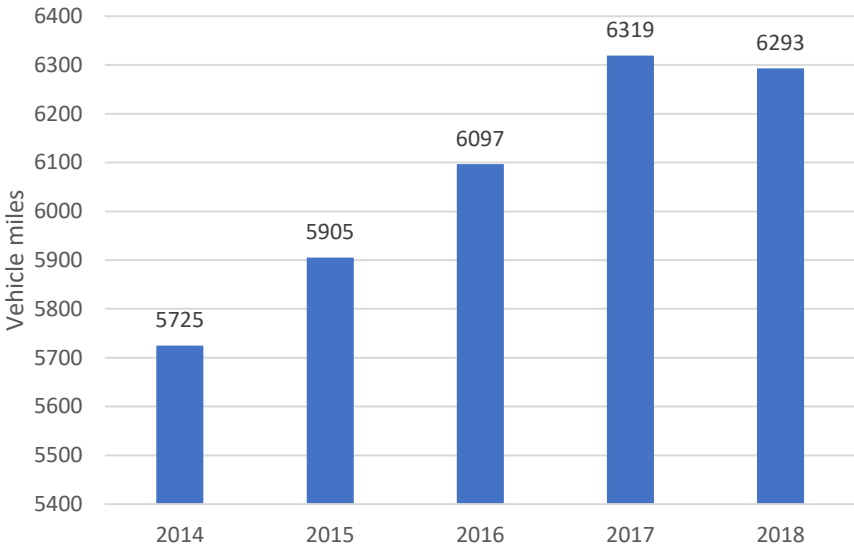
## TRANSPORT METRIC REPORTING

Entries and Exits across all train stations by District



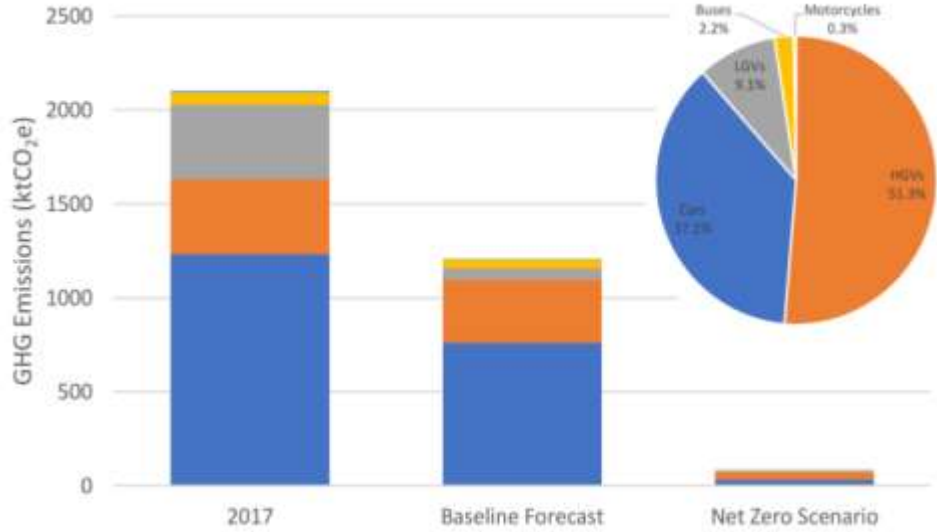
**1.87m** growth in station usage from 2016/17 to 2018/19

Motor Vehicle Traffic (Vehicle miles)



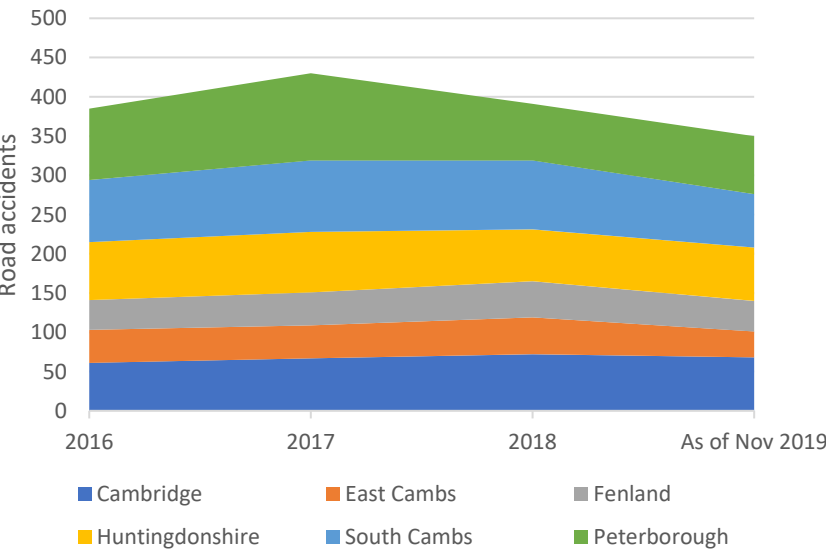
**0.5%** decrease in motor vehicle traffic from 2017 to 2018

Total Green House Gas emissions for road transport (Cambridgeshire and Peterborough)



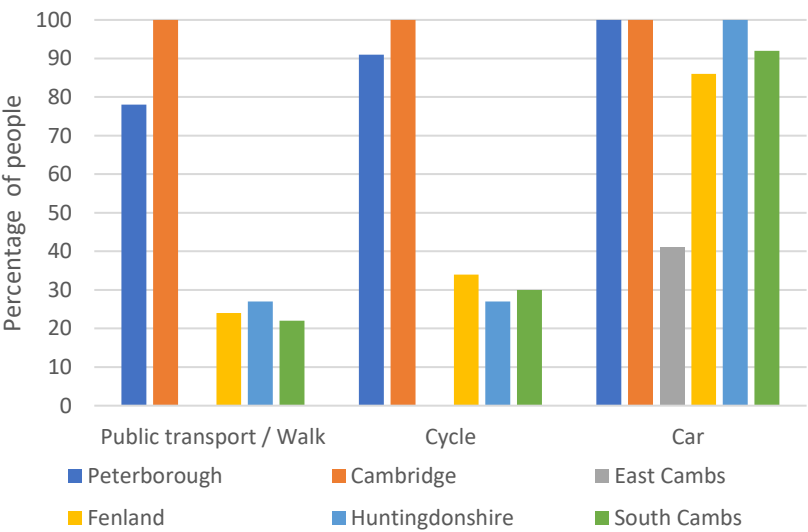
\*Emissions in 2050 for the baseline projection and emissions in 2050 for the net zero scenario  
**97%** of transport emissions from road traffic; the major contribution from traffic on A-roads

Total serious and fatal (KSI) road collisions by District



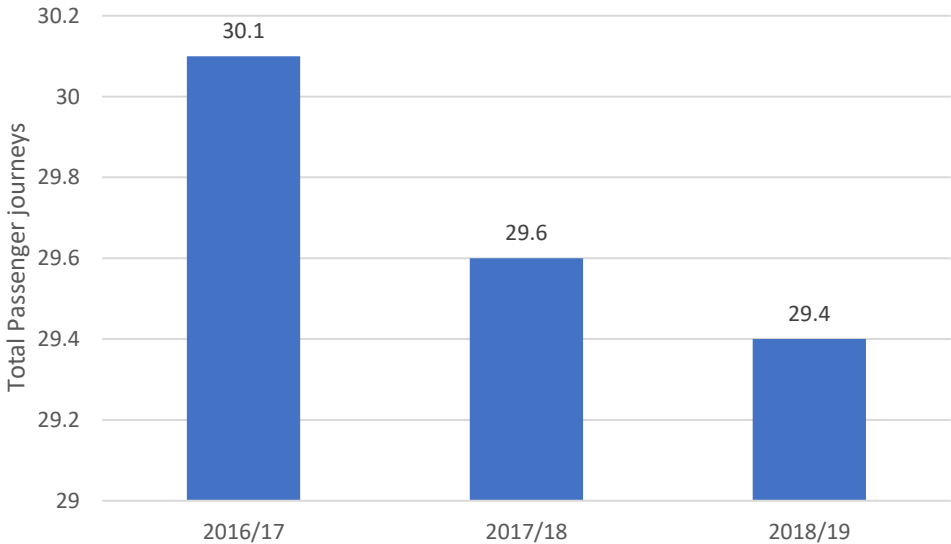
**9%** reduction in serious and fatal road collisions from 2017 to 2018

Within 30 mins travel of major employment centres (2017)



**>95%** of residents within 30 mins of a major employment centre (£500,000+ employees by car)

Passenger journeys on local bus services (Cambridgeshire and Peterborough)



**3%** decrease in bus usage from 2016/17 to 2018/19

<b>CAMBRIDGESHIRE AND PETERBOROUGH COMBINED AUTHORITY BOARD</b>	<b>AGENDA ITEM No: 2.3</b>
<b>DATE OF MEETING 29 April 2020</b>	<b>PUBLIC REPORT</b>

## **A10 JUNCTIONS AND DUALLING; PROGRESS UPDATE**

### **1.0 PURPOSE**

- 1.1. This report updates the committee on Strategic Outline Business Case (SOBC) progress, and on the position following the Chancellor's Budget announcements, in relation the A10.
- 1.2. The paper also seeks members' views on next steps to progress this project into the Outline Business Case (OBC) stage

<b><u>DECISION REQUIRED</u></b>	
<b>Lead Member:</b>	<b>Mayor James Palmer</b>
<b>Lead Officer:</b>	<b>Paul Raynes, Delivery and Strategy Director</b>
<b>Forward Plan Ref: Not applicable</b>	<b>Key Decision: Yes</b>
<p>The Transport Committee is recommended to:</p> <ol style="list-style-type: none"> <li>(a) Note SOBC stage progress</li> <li>(b) Note details of Budget 2020 announcement in relation to MRN and LLM applications of July 2019</li> <li>(c) Agree the proposed approach to progression to OBC stage</li> </ol>	<p><b>Voting arrangements</b></p> <p>Two Thirds Majority</p>

### **2.0 BACKGROUND**

- 2.1. The A10 between Ely and Cambridge is already heavily congested and has safety issues.
- 2.2. The Ely to Cambridge corridor has nevertheless been identified as a focus for significant growth, linking Greater Cambridge to the wider Cambridgeshire area. These include:
  - A new town north of Waterbeach,
  - Cambridge Fringe North East (CNFE),

- Developments on the Cambridge Science Park and neighbouring innovation centres and business parks
- 2.3. The Combined Authority Board of 27 March 2019 approved a budget of £500,000 to develop the SOBC for A10 Junction Improvements and Dualling between A14/A10 Milton Roundabout and A142 Witchford Roundabout South of Ely.
- 2.4. The SOBC is due to report in June 2020.

### **3.0 PROGRESS UPDATE**

- 3.1. In July 2019 the Combined Authority submitted applications for Department for Transport funding for A10 Dualling (under the Large Local Majors scheme) and A10 Junction Improvements (under the Major Route Network scheme). In the 2020 Budget, the Chancellor announced that the A10 Junctions MRN application had been approved to develop to the next stage. The announcement did not include details of funding.
- 3.2. The government has still to take a decision in relation to the A10 dualling LLM application. This is due in the summer.
- 3.3. Combined Authority officers have held discussions with DfT officials following the Budget announcement. We have been encouraged by DfT to continue with work on both the A10 junctions and the dualling proposals. DfT officials have advised us that a decision on whether to provide government support for the dualling proposals will be taken in the summer. Following that decision, it will be clear on what terms DfT is willing to contribute to the next stage of business case development, and whether the department will be able to support both the junctions and dualling work, or just one element.
- 3.4. The CPCA consultant and team are working closely and collaboratively with interfacing projects such as the GCP Greenways project and the CAM metro as part of the Southern section of the route and will continue to do so.
- 3.5. The SOBC has involved the traffic modelling of multiple potential combinations of off-line and on-line highway solutions along with junction improvements. An initial long list of 77 options has been reduced to a shortlist of potential options for more detailed testing. As well as technical work, this has involved discussion and consultation with partner organisations and elected members.

The project team has engaged throughout with Cambridgeshire County Council as Highways Authority to ensure a compliant approach to modelling development and the assessment of route options.

## **4.0 NEXT STEPS**

- 4.1. The SOBC will be completed on schedule and within budget in June of this year.
- 4.2. Assuming the SOBC demonstrates that the project offers strong benefits and value for money, the Combined Authority will then have a choice about whether and how to develop the scheme further through an Outline Business Case (OBC). There are in principle three options:
  - i. proceeding alone with an Outline Business Case, at the Combined Authority's sole cost, for both junctions and dualling;
  - ii. developing an OBC for the junction improvements only, in partnership with DfT, in the scenario that the LLM bid does not succeed;
  - iii. developing an OBC for both the junction improvements and dualling, in partnership with DfT, in the scenario that the LLM bid does succeed.

DfT decisions about the Large Local Majors bid are unlikely to be taken until after June, which is when officers had planned to bring a decision on next steps to the CA Board. So pursuing options (ii) and (iii) may cost a few weeks of programme time. On the other hand, both those options would involve sharing the (significant) cost of the OBC work with DfT. On balance, officers' recommended way forward is to continue working with DfT, and sharing the emerging SOBC work with them, in order to maximise the chance of being able to proceed as in option (iii).

- 4.3. If the Committee supports that approach, officers will report further in the summer.

## **5.0 FINANCIAL IMPLICATIONS**

- 5.1. The current SOBC continues to progress within budget and there are no further financial implications with this study, all is within total approved budget.
- 5.2. The costs of the next, OBC, stage will be taken into account in future refreshes of the Combined Authority's MTFP and will be subject to a Board decision. Depending on the scope of the work and assuming the cost can be shared with DfT, a reasonable working assumption is that the work will cost some £2 million across the 2020-21 and 2021-22 financial years.

## **6.0 LEGAL IMPLICATIONS**

- 6.1. There are no legal implications in this decision.  
This Transport and Infrastructure Committee meeting shall be conducted in accordance with Parts 2 and 3 of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 (SI 2020 No.392).

## 7.0 APPENDICES

None

<u>Background Papers</u>	<u>Location</u>
2020 Government Budget	Section 2.12 <a href="#">budget-2020</a>



<b>TRANSPORT AND INFRASTRUCTURE COMMITTEE</b>	<b>AGENDA ITEM No: 2.4</b>
<b>29 April 2020</b>	<b>PUBLIC REPORT</b>

## BUS REFORM TASK FORCE

### 1.0 PURPOSE

- 1.1. The bus reform project identifies ways to deliver bus services within the Authority's area that meet the aspirations of the citizens. This report seeks approval for developing the Outline Business Case (OBC) which will then recommend a preferred course of action.

<b><u>DECISION REQUIRED</u></b>	
<b>Lead Member:</b>	<b>James Palmer, Mayor of Cambridgeshire and Peterborough</b>
<b>Lead Officer:</b>	<b>Paul Raynes, Director of Delivery and Strategy</b>
<b>Forward Plan Ref: N/A</b>	<b>Key Decision: No</b>
<p>The Transport and Infrastructure Committee is recommended to:</p> <ul style="list-style-type: none"> <li>(a) Note that the progress of the project to date.</li> <li>(b) Agree that the project should proceed to the writing of an Outline Business Case</li> <li>(c) Delegate to the Director of Delivery and Strategy the procurement &amp; appointment of an independent auditor.</li> </ul>	<p><b>Voting arrangements</b></p> <p>Simple majority of all Members</p>

## 2.0 BACKGROUND

2.1. Work on the bus reform project commenced in 2019. Its aim, in line with the Local Transport Plan, is to look at different ways in which bus services can be drawn together into a well-functioning integrated transport network. The project is led by the Mayor, who chairs a Bus Reform Task Force. This is supported by an officer team which brings together officers from member councils under Combined Authority leadership. The Combined Authority has appointed ITP Consultancy to support the detail of this work and Addleshaw Goodard LLP to provide legal advice.

2.2. As a result of initial work, four options were identified:

- Deregulated bus services – the current structure for bus services
- Advanced Quality Partnership Scheme (AQPS)
- Enhanced Partnership (EP)
- Franchising

2.3 There is a legal requirement to notify operators that the possibility of franchising some or all the bus services in the Combined Authority's area is under consideration. That was met by a letter issued on 2 May 2019.

2.4 The different options were assessed, and a public consultation exercise was held between September and December 2019, over 5,000 people participated either face to face or on line, with statistically significant numbers of bus users and non-users across the two larger cities and four districts. Their views are captured in the Local Insights Technical Note (appendix 1)

2.5 A Vision for Buses was devised to capture these views about the status quo and to develop a vision of what the public want for the future (Appendix 2). This was approved by the Mayor's Bus Reform Task Force on 31 March.

2.6 Both our professional advisers, ITP and Addleshaws, now advise that the project is ready for the writing of an Outline Business Case to HNM Treasury Green Book standards. The next stage will therefore require ITP to gather data, assess, and consider what the implications of an enhanced bus network are, and to create a full OBC with five constituent parts:

The Strategic Case – is the proposal needed?

The economic Case – is it value for money?

The Commercial case – is it viable?

The Financial Case – is it affordable?

The Management Case is it achievable?

2.8 Each part of the appraisal process in the OBC needs to differentiate between the four different options; consider any complimentary measures such as parking policies or land use changes. This is because the Bus Services Act

2017 requires that each option needs to have been developed in sufficient detail to be able to accurately assess the impacts.

- 2.9 The assessment report is required to explain how the preferred option should be procured and delivery risks managed.
- 2.10 This work is expected to complete by the end of June; it will then be appraised and audited. An independent auditor will be commissioned to undertake this work.

### **3.0 FINANCIAL IMPLICATIONS**

- 3.1. There are no financial implications in this decision. The OBC stage of this work was budgeted for within the original Board decision.
- 3.2. ITP is employed on a fixed contract with agreed costs. Addleshaw Goodard LLP are appointed on a Local Government Framework contract with agreed funding and agreed monies already released to pay their costs in full, which are budgeted month by month in the project plan.

### **4.0 LEGAL IMPLICATIONS**

- 4.1. This Transport and Infrastructure Committee meeting shall be conducted in accordance with Parts 2 and 3 of the Local Authorities and Police and Crime Panels (Coronavirus)(Flexibility of Local Authority and Police and Crime Panel Meetings)(England and Wales) Regulations 2020 (SI 2020 No.392).
- 4.2. It is a requirement to prepare a business case and have it independently audited as part of Combined Authority Assurance framework governance.
- 4.3. It is a requirement of the Bus Services Act 2017 that an independent audit be undertaken should Franchising be a preferred option.

### **5.0 APPENDICES**

<b><u>Background Papers</u></b>	<b><u>Location</u></b>
Appendix 1 – Local Insights technical note	
Appendix 2 – Vision for Bus technical note	
Appendix 3 - Programme Plan	





# **Bus Services Delivery Review**

## Technical note: Local Insights

February 2020



# **Bus Services Delivery Review**

## Technical note: Local Insights

Final  
February 2020

Produced by:



For:



**CAMBRIDGESHIRE & PETERBOROUGH**  
COMBINED AUTHORITY

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## Project information sheet

Client	Cambridge and Peterborough Combined Authority
Project code	3017
Project name	Bus Services Delivery Review
Project Director	Nick Ayland
Project Manager	Denise Faber
Quality Manager	Nick Ayland
Additional team members	Stephanie Norris, Kirsty Whittaker, Oliver Williamson
Sub-consultants	The Research Solution
Start date	October 2019
File location	Z:\Data\3000-3099\3017 CPCA Bus Services Delivery Review

## Document control sheet

Ver.	Project Folder	Description	Prep.	Rev.	App.	Date
V1-0	F:\3017	Draft	KW; OW	DF	NA	20/12/19
V2-3	F:\3017	Final	PH	PH	DF	14/02/20

## Notice

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## Appendices

Appendix A	Survey
Appendix B	References to individual bus services for certain journey purposes
Appendix C	Notes of focus groups
Appendix D	Paired comparison exercise

## Introduction

- 1.1 To inform the 30-year vision for bus service delivery in the CPCA area, various research activities were undertaken. These aimed to gain local insights into attitudes and perceptions towards existing bus services and obtain people's views on what future bus provision should look like. These activities took the form of on-street surveys, an on-line survey, focus groups and discussions with relevant stakeholders and interested parties.
- 1.2 These activities took place in November and December 2019 across Cambridgeshire and Peterborough. Wide representation was sought across urban and rural areas and amongst users and non-users of buses. Both quantitative and qualitative information was gathered.
- 1.3 This document is structured as follows:
  - On-street surveys - a summary of the methodology employed followed by the results of the survey analysis and summary of key findings.
  - On-line survey – a summary of the key quantitative findings, some of which have been analysed by geographic area (Cambridge, Peterborough, other urban, rural), and a summary of the qualitative comments.
  - Focus groups – a summary of the main themes emerging from the focus groups undertaken in both urban and rural areas with users and non-users of buses.
  - Stakeholder interests – a summary of the issues raised by stakeholders and interested parties.
- 1.4 The on-street and online surveys contained the same questions. A copy of the survey can be found in Appendix A.

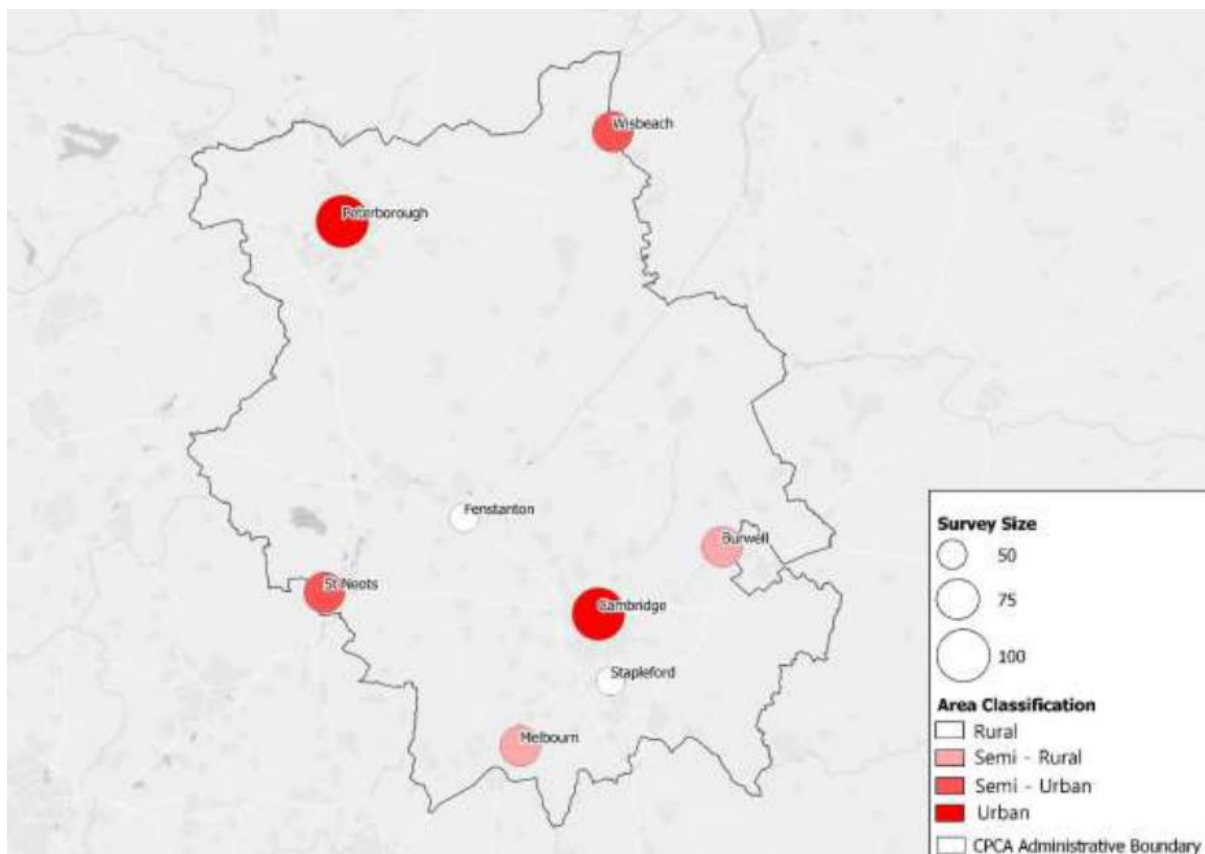
## On-street survey

- 2.1 This section presents the methodology and main findings from the on-street survey which was carried out during November and December 2019.

### Methodology

- 2.2 The aim of the on-street survey was to gather a representative cross-section of local attitudes towards existing bus services within the CPCA study area. A team of market researchers employed by The Research Solution were based in eight different locations across the study area covering large urban, small urban, semi-rural and rural areas (Figure 2-1).

Figure 2-1: On-street survey locations



- 2.3 Within these eight survey locations, a stratified sampling approach was used to gather a representative sample of 1,240 residents across six age categories with an even split between genders and those who use the bus and those that do not. For the purposes of the survey, bus users were defined as those survey respondents that used the bus

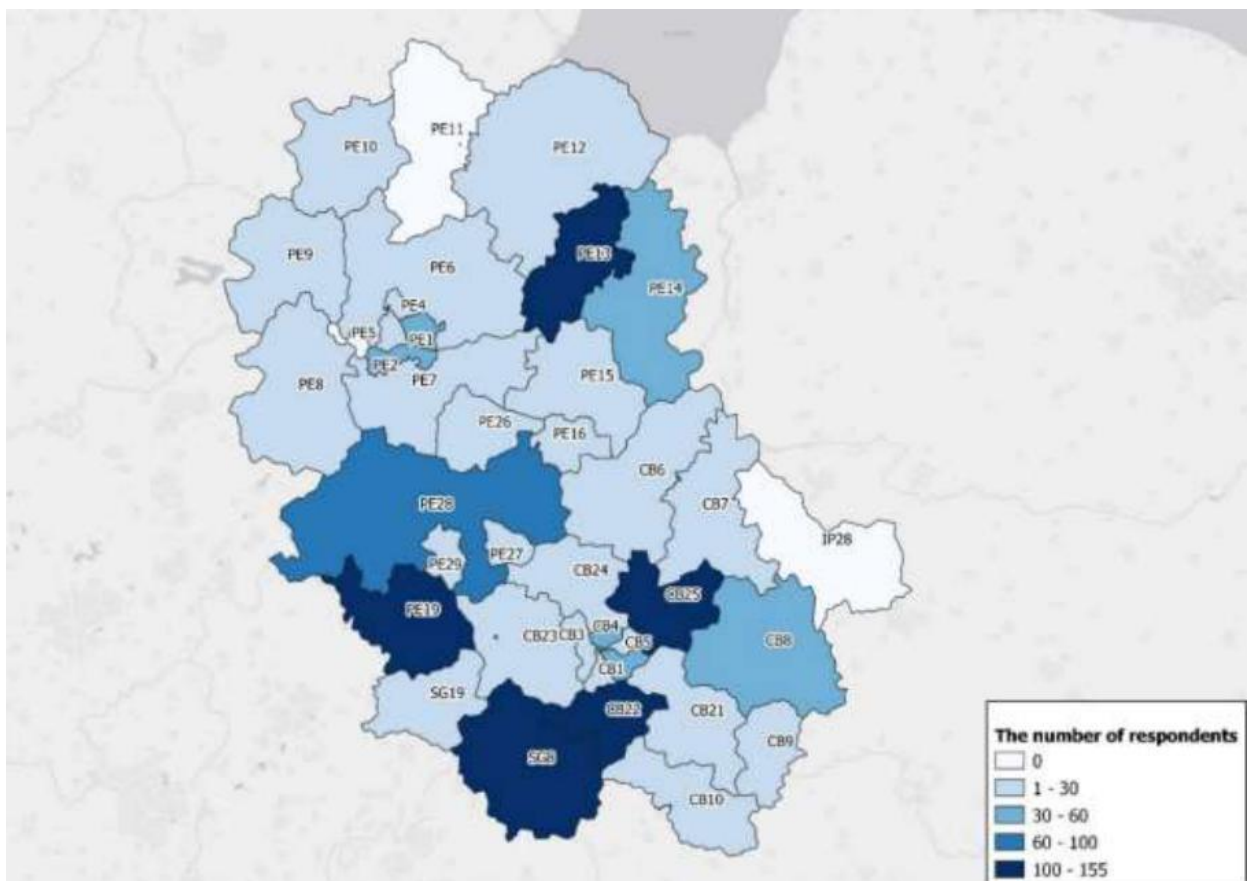
more than once a month and non-bus users as those that used the bus either less than once per month or never.

- 2.4 The survey used a mix of revealed and stated preference questions to understand the extent to which different factors could influence their perceptions and use of bus services. A copy of the full survey can be found in Appendix A.

## Results

- 2.5 In total, 1,240 people participated in the on-street surveys. Figure 2-2 shows the home postcode location of those participating in the survey; please note only the first part of the postcode was sought as experience dictates that people are reluctant to provide a full postcode. The higher concentrations of survey participation in some postcode areas can in part relate to the survey locations set out in Figure 2-1.

Figure 2-2 Geographic distribution of survey respondents (n=1240)

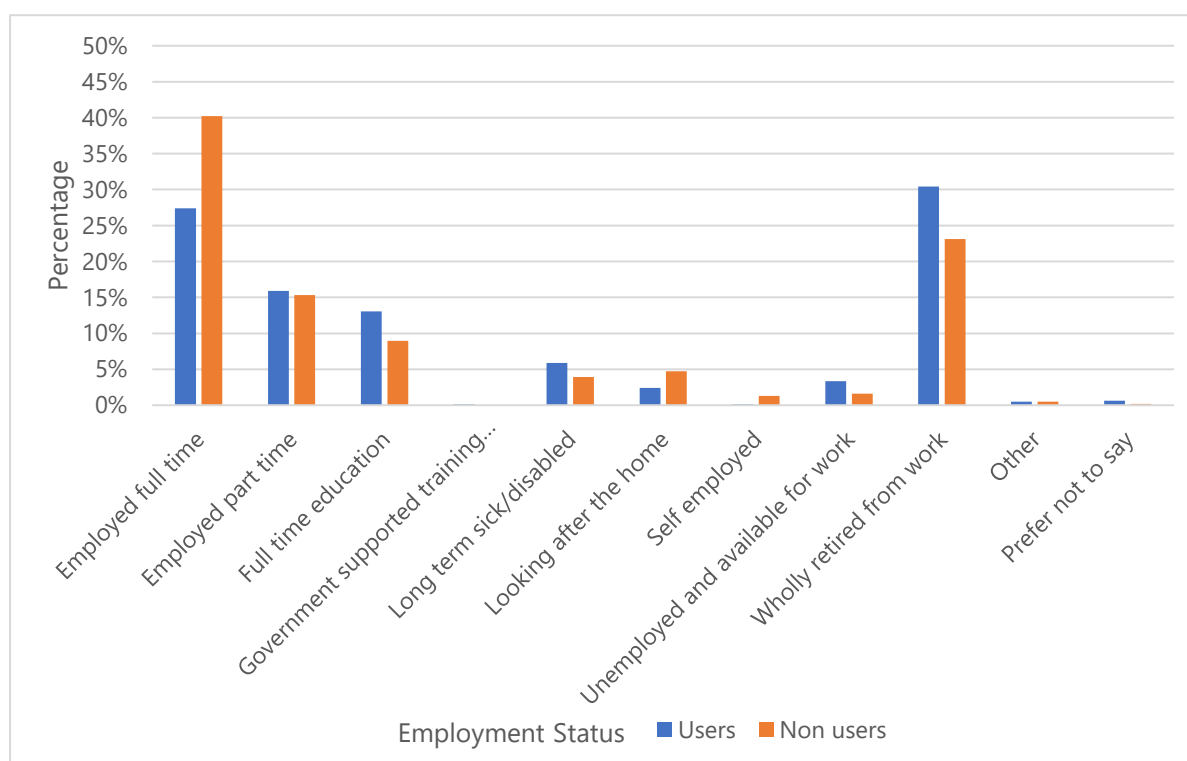


- 2.6 The age and gender split of all respondents are given in Table 2-1 and the employments status of respondents is presented in Figure 2-3.

Table 2-1 Age and gender of respondents (n=1240)

Category	Classification	Bus user	Non-bus user
<b>Age</b>	Under 18	12.4%	7.5%
	18-34	23.6%	23.9%
	35-54	18.3%	26.7%
	55-64	15.3%	19.5%
	65+	30.3%	22.1%
<b>Gender</b>	Male	43.1%	44.7%
	Female	57.1%	55.6%

Figure 2-3 Employment status of respondents (n=1240)



- 2.7 Respondents employed in full and part-time work and those wholly retired from work represent the highest proportion of responses in both categories. Of bus users, 43.5% were employed either full or part-time and 30.4% wholly retired from work, compared to 55.5% and 23.1% of non-users.

- 2.8 From this point onwards the analysis has been split to assess at the results from bus users and non-users survey separately to determine the differences in opinion regarding the use of services and aspirations for service improvements.

### Bus users

- 2.9 Survey participants were asked how frequently they used bus services within the CPCA area. Their responses to existing bus use, enhancement of bus services and future bus provision is provided below.

### Existing bus use

- 2.10 628 of responses (50.5%) stated they used the bus more than once per month and therefore fell into the bus user category. Table 2-2 below shows the breakdown of how frequently these bus users travelled on local services. The most common frequency was 2-4 days per week (36.5%) and 5 or more days per week (25.5%).

Table 2-2 Frequency of journeys taken by bus users (n=627)

Frequency classification	User
5 or more days a week	25.5%
2 - 4 days a week	36.5%
Once a week	10.8%
Less than once a week but more than once a month	12.6%
Once a month	14.5%

- 2.11 Journeys taken for shopping purposes were the most common trips that respondents made 'often' (43.4%); journeys for shopping or leisure purposes were the most common trips taken 'sometimes' (4.3.8% and 41.9% respectively); and 23.8% of users travelled 'often' for work purposes.
- 2.12 Similarities were found in the bus routes that people were using most frequently. The [Stagecoach service 11](#) from Newmarket to Cambridge and [The Busway Service A](#) from St Ives to Cambridge (operated by Stagecoach) were the services most frequently cited for work and shopping trips. For leisure trips, the Stagecoach service 11 was again mentioned frequently, as was the [Stagecoach service X5](#) from Oxford to Cambridge. A full list of services classified as used for work, shopping and weekend leisure purposes is given in Appendix B.

### *Existing bus provision*

- 2.13 Bus users were asked about the service factors that were most important to them when deciding to travel by bus. The question asked users to rank their first, second and third most important issues to them. The distribution of these results is given in Table 2-3.
- 2.14 For 64.9% of respondents, the reliability of services was considered the most important factor. This ranked significantly higher than all the other factors. When looking at all factors across the rankings, second most important to reliability is frequency of service, followed by journey time in third. The cost of fare and the time the service starts in the morning and ends at night, followed closely, ranking fourth in the level of importance.

**Table 2-3 Ranking of the importance of bus service factors by bus users**  
(n=624,621,567)

	1st Most Important	2nd Most Important	3rd Most Important
Ability to use one ticket on any bus	0.8%	3.8%	2.8%
Cost of fare	5.1%	11.1%	7.6%
Distance to the bus stop from start / end point of journey	2.6%	5.6%	9.2%
Ease of getting on and off the bus	2.6%	5.9%	5.5%
Frequency of service (i.e. number of buses per hour)	8.5%	29.6%	13.9%
Journey Time	8.2%	13.1%	9.3%
Low or zero emission buses	0.3%	1.1%	3.5%
Provision of journey planning information (e.g. websites)	0.0%	1.6%	3.0%
Provision of live information on vehicle arrival and departure times	0.2%	1.3%	4.1%
Provision of on-bus USB charging points	0.2%	0.5%	1.2%
Provision of on-bus Wi-Fi	0.8%	1.1%	3.7%
Reliability of service	64.9%	9.7%	5.6%
Seat comfort and leg room on the bus in your local area	1.1%	3.6%	8.3%
Stations and stops that allow interchange with other bus/rail services	0.3%	1.0%	4.4%
Time service starts in the morning and ends at night	3.2%	9.2%	11.5%
Other	1.3%	1.8%	6.3%



- 2.15 Looking at these issues by geographic area, in general similar opinions were expressed by those living in towns, cities and rural areas. Nevertheless, some differences were observed. Respondents living in towns and rural areas were approximately 9% more concerned with reliability and the frequency of services than the average. Those in cities were slightly less concerned with the reliability and frequency of services.
- 2.16 Considering responses by gender, there was little difference in views. Both male and female respondents rated the most important bus services similarly. The greatest difference was on journey time, with 10.1% of males seeing this as most important and 6.7% of females.
- 2.17 Comparisons of different age groups showed more difference. Reliability was very important to those who were 65+ (accounting for 71.8% of top rankings); whilst the figure was 57.4% for those in the 18-34 years group. Cost of fares was ranked as the most important factor by 10.8% of the 18-34s.
- 2.18 Measures to enhance the passenger environment, such as Wi-Fi, USB charging points and real-time information were generally considered to be less of a priority to users. Instead, they considered improvements to supportive infrastructure more important.

### *Enhancing bus services*

- 2.19 The next set of questions looked at prioritising improvements that could be made to encourage people to use bus services more frequently. The results found that the most prioritised improvements were reliability and frequency. Cost of fare and the time the service starts in the morning and ends at night also featured quite high in terms of priority for improvement.

Table 2-4 Ranking of the priority of improvements by bus users (n=591,551,491)

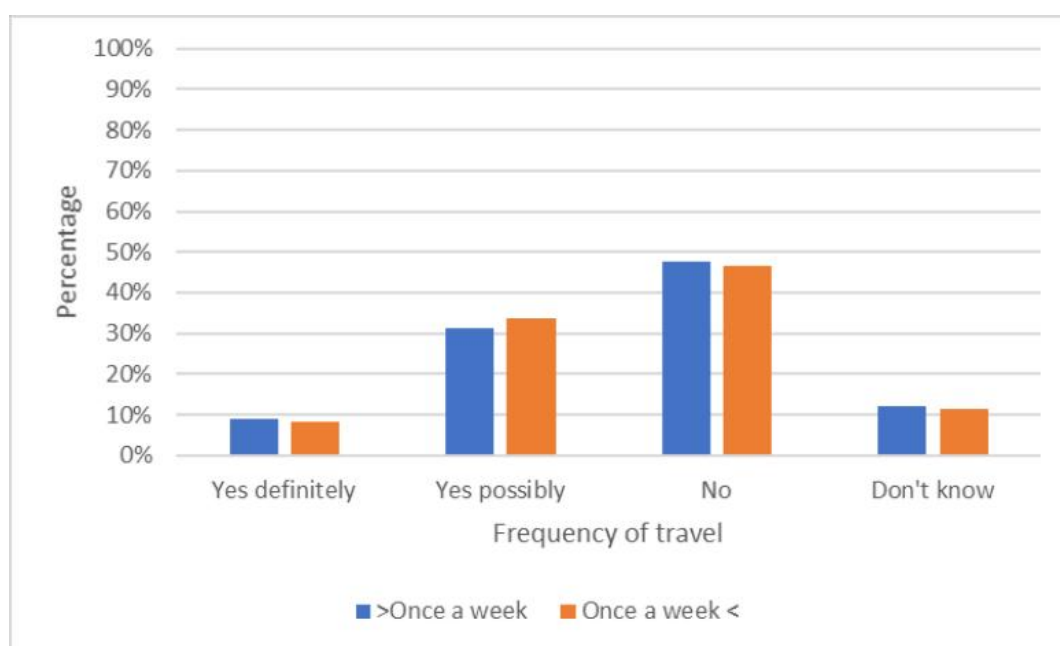
	1st Priority	2nd Priority	3rd Priority
Ability to use one ticket on any bus	0.3%	2.2%	0.4%
Cost of fare	9.1%	9.3%	8.6%
Distance to the bus stop from start / end point of journey	2.9%	2.9%	3.3%
Ease of getting on and off the bus	1.2%	2.4%	1.4%
Frequency of service (i.e. number of buses per hour)	17.1%	27.0%	16.3%
Journey Time	4.6%	7.1%	4.5%
Low or zero emission buses	1.2%	2.0%	1.2%
Provision of journey planning information (e.g. websites)	0.7%	1.5%	0.4%
Provision of live information on vehicle arrival and departure times	1.5%	4.4%	1.4%
Provision of on-bus USB charging points	1.4%	0.9%	1.6%
Provision of on-bus Wi-Fi	2.0%	3.4%	1.8%
Reliability of service	40.6%	18.1%	43.0%
Seat comfort and leg room on the bus in your local area	2.2%	2.5%	2.0%
Stations and stops that allow interchange with other bus/rail services	0.7%	1.3%	0.6%
Time service starts in the morning and ends at night	8.8%	11.3%	8.6%
Other	5.8%	3.8%	4.9%

- 2.20 Looking at these responses geographically there is no obvious departure from the average, except on 3<sup>rd</sup> priority responses. An additional 7% of rural and town users stated that the bus stop location was the third priority for them. An additional 7% of city residents stated that journey times was their third priority improvement.
- 2.21 Respondents were asked if their improvements were introduced, would they use bus services more. Of those that responded, 36.2% stated that they would use the bus services 'a little more'; 28.9% of respondents said that they would travel 'a lot more'; and 30.9% said it would make no difference.
- 2.22 When asked if they would be prepared to pay higher fares for these improvements, 47.8% of people said they would not; 31.8% said that they would possibly be willing to

pay higher fares; 8.5% said they would be willing to pay higher fares; and 11.8% of respondents did not know.

- 2.23 There was more resistance to pay higher fares for service improvements amongst respondents over 65 years (who would generally be eligible for free concessionary travel). Over 60% said they would not pay higher fares; only 3.4% said they definitely would. However, amongst those aged under 65, 10.7% said they would definitely be prepared to pay higher fares for improvements.

Figure 2-4 Willingness to pay higher fares to support service improvements by frequency of travel (n=619)



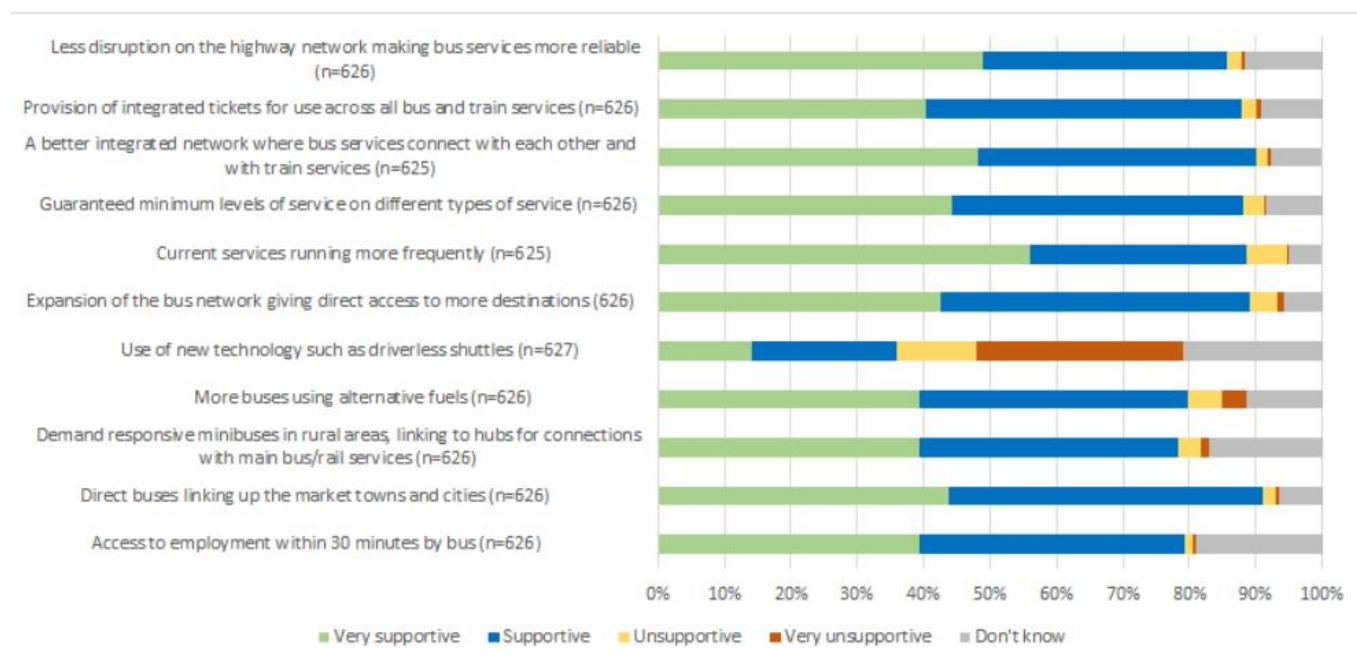
- 2.24 There is no significant disparity between those who travel more than once a week and less than once a week; the majority of both groups are opposed to higher fares.

### *Future Bus Provision*

- 2.25 Moving beyond existing bus provision, bus users were asked about their levels of support for statements relating to the vision for significantly improving bus service provision in the CPCA area.
- 2.26 On average, users were 81.2% supportive or very supportive of the improvements proposed. Figure 2-5 shows that respondents were most supportive and very supportive of a better-integrated network where bus services connect with each other and with train services (90.1%) and direct buses linking up the market towns and cities (91.1%). Less disruption on the highway network making bus services more reliable and

the provision of an integrated network where bus services connect with each other received the highest counts of ‘very supportive’ responses. (49% and 48% respectively). Respondents were least supportive of the use of new technology such as driverless shuttles, 43% of respondents were unsupportive or very unsupportive of this measure.

Figure 2-5 Extent to which bus users support improvements to bus services (n=626)



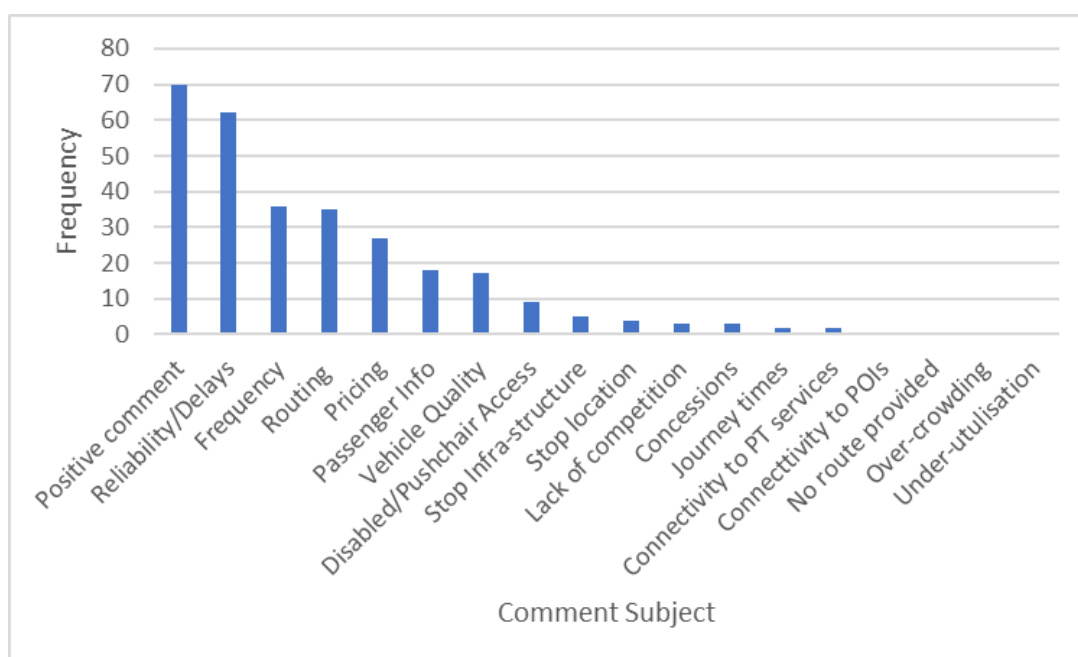
- 2.27 Looking at the responses to this question geographically, bus users in rural areas were equally as supportive on average as all users. Generally, those in Cambridge and Peterborough were less (-3.9%) ‘supportive’ or ‘very supportive’ of improvements. Alongside direct buses and a better-integrated network, less disruption on the highway network making bus services more reliable also received greater than 90% support by those in cities.
- 2.28 Finally, respondents were given the opportunity to provide any further comments they had on local bus services and 359 people provided answers<sup>1</sup>. Figure 2-6 shows that the most frequently occurring subject provided as additional comments related to positive comments; 11.1% of all those surveyed provided positive comments such as “*Pretty pleased with what we have*”, “*The Delaine services are regular, well run and good value for money*” and “*The bus drivers are great*”.
- 2.29 A frequently cited concern raised by bus users was the reliability of their bus service, with 9.9% of respondents raising this as an issue. Other frequently expressed issues

<sup>1</sup> Excluding those who answered the question directly with a variation of ‘no’.

included routing (5.5%) and frequency (5.7%); 91% of those respondents who raised concerns on frequency, lived in rural areas or towns. Concerns were raised about the frequency of morning services most often, with many comments specifying that services failed to allow them to travel into work by bus. Of those raising this concern, 87% lived in rural areas or towns. Evening and weekends were often cited as times when the level of service was inadequate. People often claimed that using the bus for leisure purposes was not possible, due to a lack of evening or weekend services; 85% of these respondents lived in rural areas or towns.

- 2.30 Location-specific concerns were less frequently provided than those written comments collected through the online survey.

Figure 2-6 Further comments provided by bus users (n=359)



## Non-bus users

### *Existing travel patterns*

- 2.31 To identify non-bus users, survey participants were asked how frequently they used bus services within the CPCA area. The 614 respondents that stated they used the bus 'less than once per month' or 'never' were categorised as non-bus users. Looking at the those classed as non-users, 26.9% used the bus less than once per month and 73.1% never used the bus.

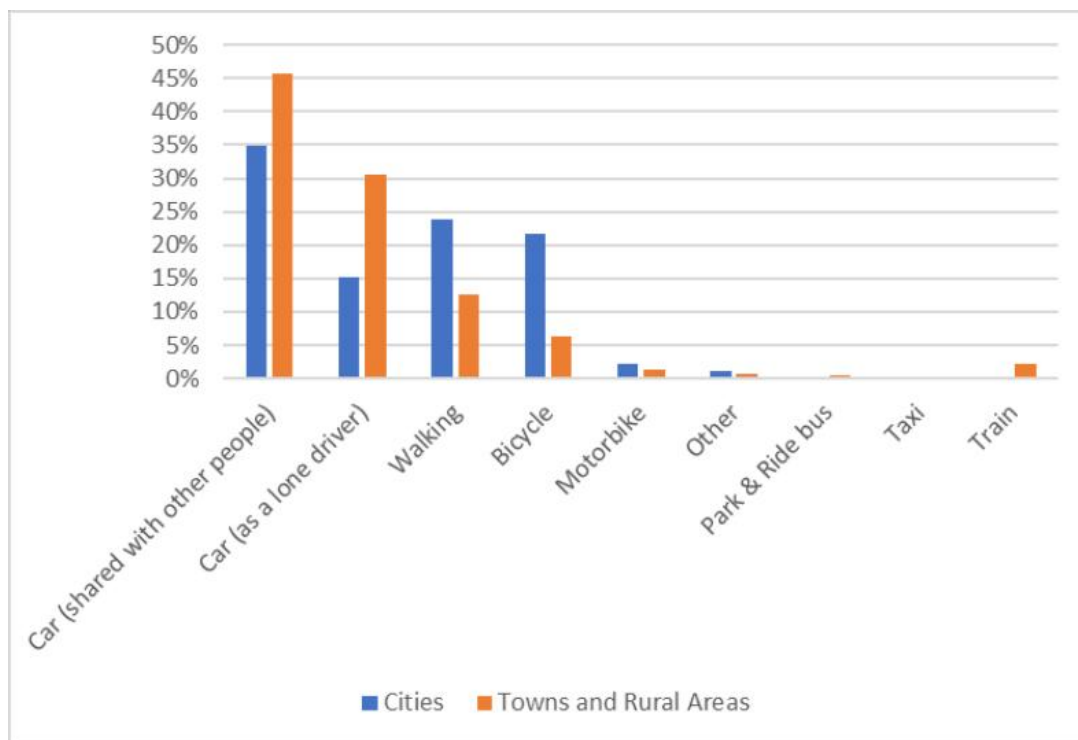
- 2.32 Despite the high number of respondents indicating they never used the bus, 94.6% were aware of a bus service they could use and just 5.4% were not aware of any local bus services.
- 2.33 Travelling for work for shopping or at the weekends was the most common reason to travel for those who travel less than once a month. Travel for work purposes represented the lowest share of journeys taken.

**Table 2-5 Frequency of journeys taken by non-bus users (n=613)**

Frequency	For work	For shopping	For leisure at the weekend
N/A	33.3%	0.2%	0.2%
Never	13.2%	6.2%	10.3%
Sometimes	4.9%	21.7%	23.2%
Often	48.6%	71.9%	66.4%

- 2.34 Looking more generally at non-bus users' travel patterns, Figure 2-7 shows what respondents considered as their main mode of transport for travelling around the local area. Almost three quarters (72.6%) of those surveyed stated that the car (as a lone driver) or car (shared with other people) was their main form of transport; 22.6% of respondents stated that active travel modes (cycling and walking) were the main transport mode in their area; and 2.1% stated that public transport modes (park & ride, bus and train) were the main transport mode.
- 2.35 Comparing those living in rural areas and towns to those in cities, the car was viewed as the main transport mode in both.

Figure 2-7 Main transport mode of non-users in cities and towns (n=513 & 92)



2.36 The main reasons respondents cited for not using local bus service more often is the attractiveness of the car over bus services - 57.9% of all non-bus users surveyed stated that the convenience of the car meant that they did not travel by bus more often; 39.2% of non-users cited faster journey times by car, and 21.8% noted that it was cheaper by car.

2.37 When these results were refined further to only include those who considered car (lone or shared) as their main form of transport (447 respondents), the percentage of respondents who cite car-based reasons increases - 74.2% of car users considered the convenience of the car a reason why they do not travel more often, 50% cited faster journey times via car and 27.5% cite that it is cheaper to travel via car.

### *Enhancing bus services*

2.38 Non-users were asked about the improvements that they would prioritise to improve bus services. Table 2-6 shows that the reliability of service was cited as a high priority when considering travelling by bus (37.4%). This is consistent with the views of bus users. Frequency of services was the second most frequent priority of non-users.

2.39 The third most important result, excluding 'nothing would encourage me to use local buses more' was the time the service started in the morning and ended at night; 1.7%

more bus users felt that this was their third most important factor compared to bus users.

- 2.40 Those who expressed that nothing would encourage them was consistently high across each category provided; 22.7% of respondents on average gave this answer at least once in response to the question.

**Table 2-6 Ranking of the priorities of non-bus users (n=621,599,574)**

Factor	1st Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> Priority
Ability to use one ticket on any bus	1.4%	2.0%	2.3%
Distance to the bus stop from start / end point of journey	3.5%	1.7%	2.8%
Ease of getting on and off the bus	2.9%	1.2%	1.9%
Frequency of service (i.e. number of buses per hour)	11.0%	29.9%	13.1%
Journey Time	7.6%	8.2%	10.3%
Low or zero emission buses	1.4%	1.7%	2.3%
Nothing would encourage me to use local buses more	17.1%	22.9%	28.2%
Provision of journey planning information (e.g. websites)	1.3%	0.0%	0.0%
Provision of live information on vehicle arrival and departure times	0.3%	1.0%	3.0%
Provision of on-bus USB charging points	0.2%	1.5%	0.7%
Provision of on-bus Wi-Fi	0.6%	0.7%	1.2%
Reliability of service	37.4%	10.2%	3.3%
Seat comfort and leg room on the bus in your local area	0.5%	1.2%	5.2%
Stations and stops that allow interchange with other bus/rail services	0.2%	2.3%	3.8%
Time service starts in the morning and ends at night	4.5%	5.0%	13.2%
Value for money of fare	7.4%	8.7%	4.9%
Other	2.7%	2.00%	3.83%

- 2.41 When these responses were split geographically, the highest priority of users in cities was the reliability of service (35.9%). Frequency was also a highly rated second (27.8%)



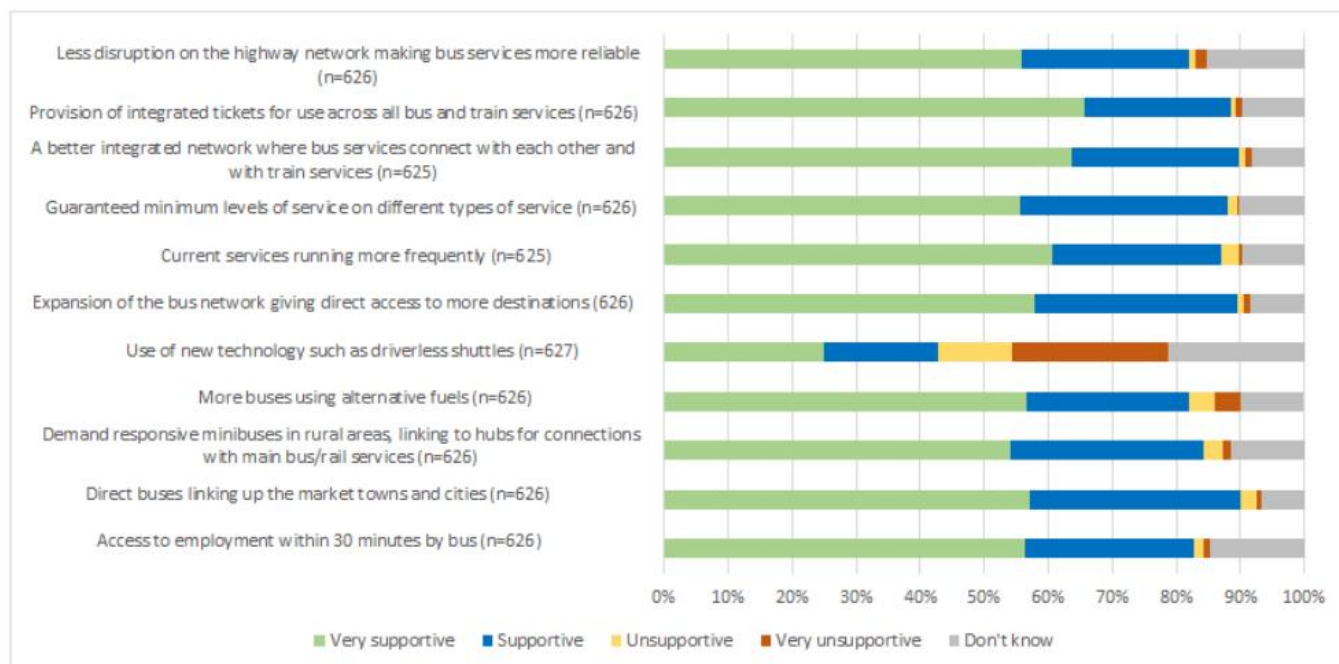
and third priority (14.8%). Reliability was a higher concern than the average for rural users (42.8%). Frequency was again a high scoring second priority (35%).

- 2.42 Reliability of service was more important to females (42.1% of first priority rankings) than males (32.6%) and was the highest first priority factor for both 18-34 and 65+ age groups.
- 2.43 Journey time was the priority for more 18-34s (11.6%) than those in the 65+ category (6.6%).
- 2.44 A higher proportion of males (23.4%) than females (12.4%) stated that nothing would encourage them to use the bus more.
- 2.45 If improvements were to be introduced, 50.9% stated that they would travel 'a little more' and 18.2% stated that they would travel 'a lot more'; 23.9% stated that it would make no difference, 7% less than bus users.

### *Future bus provision*

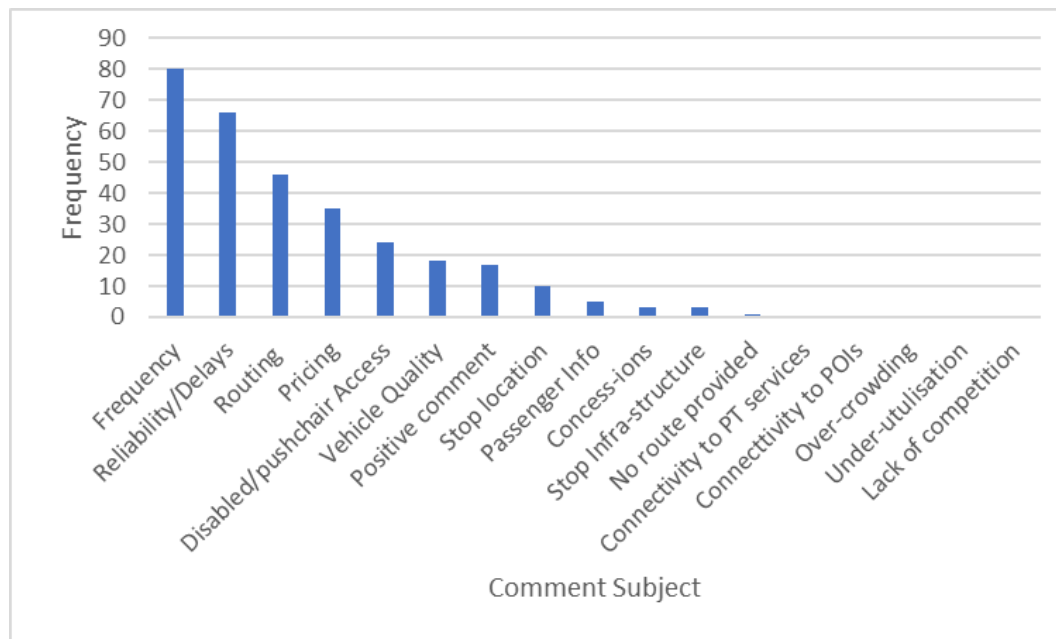
- 2.46 Non-bus users were asked about their levels of support for statements relating to the vision to significantly improve bus service provision in the CPCA area (
- 2.47 Figure 2-8).
- 2.48 Generally, non-bus users were more supportive of the statements than bus users, 82.4% of non-users were either supportive or very supportive of each question on average.
- 2.49 The provision of integrated ticketing scores the highest frequency of 'very supportive' responses amongst non-bus users (65.7%).
- 2.50 When considering responses that were answered as either 'supportive' or 'very supportive', the highest-scoring response was to 'direct buses linking up the market towns and cities'; 93% of all non-bus users surveyed supported this.
- 2.51 As with bus users, respondents were least supportive of the 'use of new technologies such as driverless shuttles'; 35.7% of respondents were either unsupportive or very unsupportive of this improvement. Although 8.3% fewer bus-users expressed this compared to users, the reception received to this question remained significantly poorer than others asked.

Figure 2-8 Extent to which non-bus users support improvements to services



2.52 Respondents were given the opportunity to provide any further comments they had on local bus services and 307 people provided answers (Figure 2-9). The most frequently occurring comment expressed by non-bus users concerned the frequency of services (13%). Generally, these comments expressed that the current service frequency was not high enough to allow them to travel with ease. Reliability and delays (10.7%) and routing (7.5%) were also commonly expressed as a concern, a trend reflected by users too. Positive comments were less observed.

Figure 2-9 Further comments provided by non-bus users (n=604)



- 2.53 Overall, non-bus users did not cite extensively specific time periods where they felt service frequency was inadequate, rather stating that frequency overall is poor. Where a time period was specified, the frequency of services in the evening was of the highest concern.
- 2.54 Generally, there were fewer location-specific concerns in the written comments than were raised in the online survey.

## Summary

- 2.55 The on-street survey highlighted:
- Factors affecting the demand for travel by bus
  - Problems that bus users and non-users experienced or perceived
  - The extent of public support for improvements to bus services
- 2.56 The main findings of the on-street survey were as follows:
- Travel for shopping or for leisure purposes at the weekend were the most common purposes for using local bus services.
  - Reliability, frequency of services and cost of fares were important issues when considering improvements for bus users and non-bus users. Almost 65% of users and 78% of non-users considered reliability as a primary concern.

- Over 55% of non-bus users stated that the convenience of using the car meant that they did not use local bus services. Amongst those for whom the car was their main form of transport, this increased to almost 75%. Faster and cheaper journey times by car were also frequently stated as reasons for not travelling by bus.
- Over 65% of bus users and 69% of non-bus users would travel 'a little more' or 'a lot more' frequently if their chosen improvements were implemented. However, almost 31% of bus users and 24% of non-bus users said that it would make no difference to the number of journeys they made by bus.
- Under 37% of users would 'definitely' or 'possibly' be willing to pay higher fares to fund their chosen improvements. Over 47% were unwilling to pay higher fares. There is little disparity between the frequency that users travel and their willingness to pay.
- Generally, both bus users and non-bus users were supportive of potential improvements to local bus services. Over 80% of respondents from both groups were either 'supportive' or 'very supportive'. Direct buses linking towns and cities was the most supported improvement in outlying areas. Less disruption on the highway network, making bus services more reliable, and provision of integrated tickets for use across all bus and train services were the highest supported improvements in cities. Both groups were less supportive of using new technologies, such as driverless shuttles; over 35% of non-bus users and 40% of bus users were either 'very unsupportive' or 'unsupportive' of this measure.
- When given the opportunity to provide further comments, many bus users offered positive remarks. Even so, respondents from both groups referenced concerns including reliability, routing, pricing and frequency of services. Where further information on time periods was provided, respondents often felt levels of service were inadequate in the evening, at weekends and in the early morning (for bus-users).

# Online Survey

## Methodology

- 3.1 An online survey was developed, using the same questions as those used for the on-street survey. All respondents had access to the demographic questions but were then routed to 'user' questions and 'non-user' questions according to how often they used a bus – those answering 'less than once a month' or 'never' were classed as non-users and routed accordingly.
- 3.2 As with the on-street survey, the online survey aimed to gain insights of attitudes and perceptions towards existing bus services and obtain views on what bus service provision should look like in the future. However, the online survey gave the opportunity to reach a wider audience, allowing anyone in the CPCA area to provide their opinions. Although a quantitative task, unlike the on-street survey, the online survey does not provide a statistical representation of the population, as respondents were self-selecting.
- 3.3 The survey ran from 4<sup>th</sup> November to 15<sup>th</sup> December and was promoted by local authorities through social media, press releases and posters. A dedicated phone number was advertised for those who were unable to complete the survey online; via this number, a member of our staff completed the survey on behalf of the individual. Through the local authorities, information was forwarded to interest groups, travel plan coordinators, parish and town councils and other stakeholders that were considered to be in a good position to promote the survey.

## Results

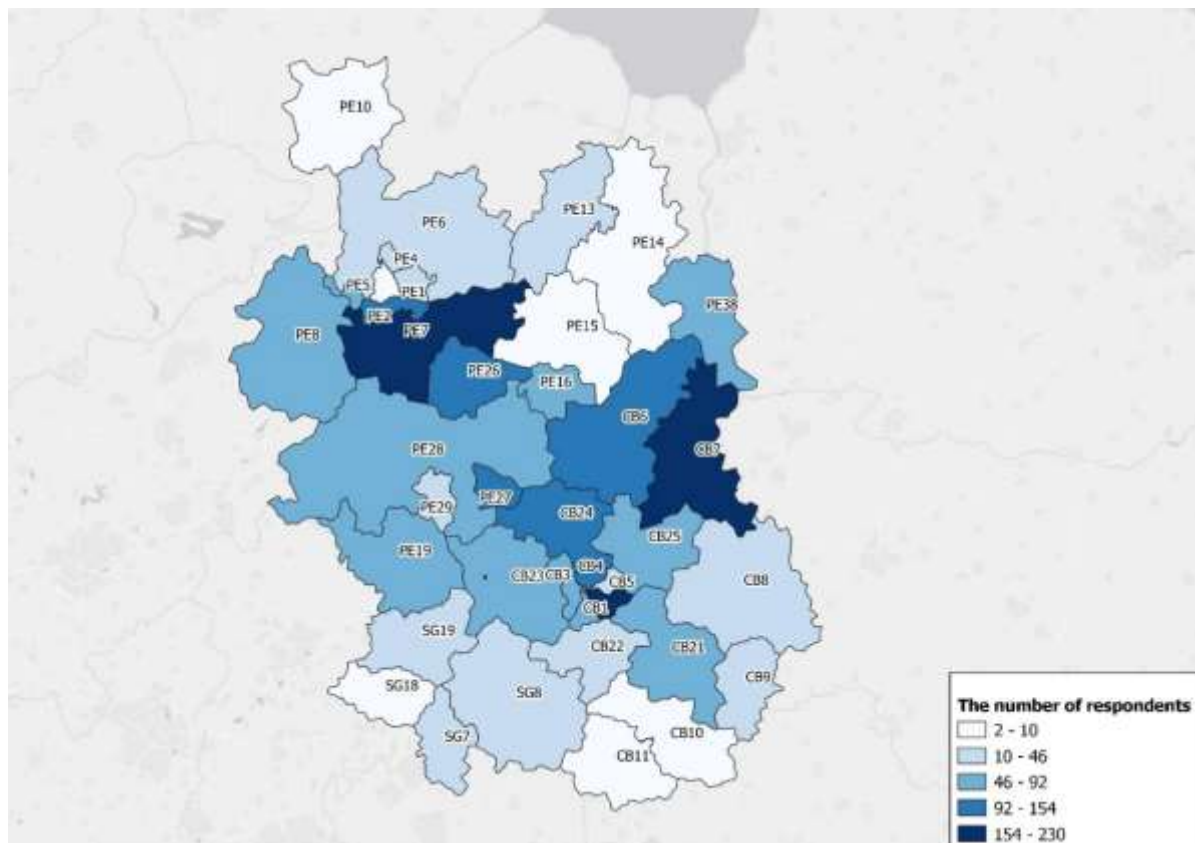
- 3.4 Following the structure adopted for the on-street survey, this section commences with an overview of the demographics of the survey pool. The results of the online survey were divided between bus users and non-users. In both sections, the analysis of the response of each question is provided, followed by a brief conclusion summarising the main findings.

## Demographics

- 3.5 A total of 3926 people completed the online survey. However, 26% of those were only partially completed. Of those partially completed, 148 were deemed useful. The full

useful sample size was 3042. Of this sample, 2297 provided enough geographic information to allow geolocation to be undertaken.

Figure 3-1 Geographic distribution of survey respondents (n = 2297)



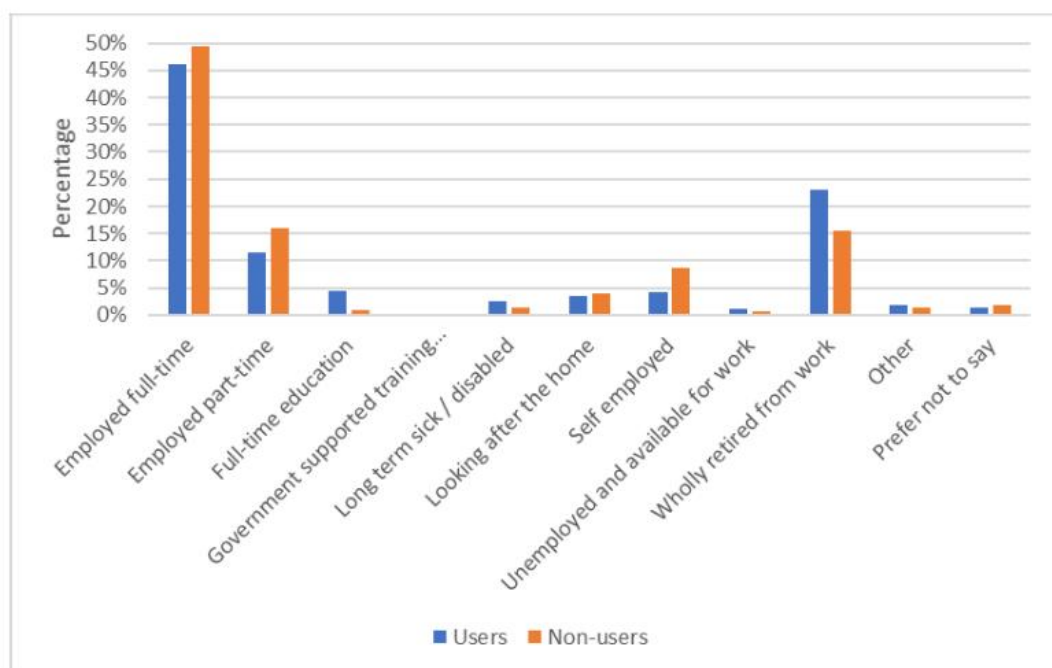
3.6 The age and gender split of the online respondents are given below.

Table 3-1 Age and gender of respondents (n=1897,1113)

Category	Classification	Bus user	Non-bus user
<b>Age</b>	Under 18	3.2%	0.2%
	18-34	21.2%	15.5%
	35-54	32.8%	48.4%
	55-64	15.8%	19.2%
	65+	24.7%	14.1%
	-/Prefer not to say	2.2%	2.6%
<b>Gender</b>	Male	33.3%	32.1%
	Female	63.7%	64.2%
	Non-binary	0.7%	0.6%
	-/Prefer not to say	2.3%	3%

3.7 The employment status of respondents is given in Figure 3-2.

Figure 3-2 Employment status of respondents (n=1897,1113)



- 3.8 Those who were employed, either full or part-time, represented the largest group of respondents; 57.5% of users and 65.4% of non-users identified themselves within this category. Those wholly retired from work were the third-largest group, 23.1% of users and 15.5% of non-users identified themselves in this category.
- 3.9 From this point, the analysis is split between bus users and non-users to show the differences in views between the two groups.

## Bus users

- 3.10 A total of 1897 bus users were surveyed. Of these, 1592 provided location data which was geolocated. Where non-geographic analysis was undertaken, the sample of 1897 respondents was used. Where geographic analysis was carried out, the sample of 1592 was used.

### *Existing bus use*

- 3.11 Survey respondents were classified as users and non-users by their frequency of travel. Those who travelled up to once a month were classified as users. The frequency of journeys taken by this group is displayed below.

**Table 3-2 Frequency of journeys taken by bus users (n=1897)**

Frequency classification	User
5 or more days a week	25.6%
2 - 4 days a week	28.7%
Once a week	16.2%
Less than once a week but more than once a month	19.7%
Once a month	9.8%

- 3.12 Those who travelled 2-4 days per week were the largest group and 5 or more days a week the second largest. Users who travelled at least once a week totalled 70% of all users surveyed. Journeys taken for shopping and leisure at the weekend were the most common trips taken 'sometimes' (51.8% and 55.5% respectively); journeys taken for work purposes were the most common trips taken 'often' (49.6%); whilst 22.5% of people 'sometimes' also used bus services for work.



- 3.13 Respondents were asked to state the services which they use most often and for what purpose. [The Busway Service A](#) was the highest mentioned route for those travelling for work purposes. At the weekend, for leisure and for shopping, [Park and Ride](#) services were the most commonly referenced services by users. A full list of the routes specified by users is shown in Appendix B.

### *Existing bus provision*

- 3.14 Considering existing bus provision, bus users cited reliability as the first most important factor. Frequency scored highly as a first, second and third priority. The cost of fares was also a high scoring third priority for users. The results of this are shown in Table 3-3.

Table 3-3 Ranking of the importance of improvements issues for bus users  
(n=1872,1865,1848)

	1 <sup>st</sup> Most Important	2 <sup>nd</sup> Most Important	3 <sup>rd</sup> Most Important
Ability to use one ticket on any bus	0.7%	3.4%	5.1%
Cost of fare	6.4%	13.6%	14.2%
Distance to the bus stop from the start / end point of journey	4.7%	6.2%	8.0%
Ease of getting on and off the bus	0.7%	2.1%	3.0%
Frequency of service (i.e. number of buses per hour)	18.9%	24.1%	15.7%
Journey time	6.1%	13.0%	11.5%
Low or zero emission buses	0.7%	1.0%	3.5%
Provision of journey planning information (e.g. websites)	0.3%	0.7%	2.0%
Provision of live information on vehicle arrival and departure times	0.3%	2.8%	5.2%
Provision of on-bus USB charging points	0.0%	0.0%	0.3%
Provision of on-bus Wi-Fi	0.0%	0.1%	0.7%
Reliability of service (i.e. bus turns up according to timetable)	52.7%	20.1%	10.7%
Seat comfort and leg room on the bus in your local area	0.4%	1.1%	2.8%
Stations and stops that allow interchange with other bus/rail services	1.0%	1.9%	6.3%
Time service starts in the morning and ends at night	7.1%	9.8%	11.0%

- 3.15 When looking at these results geographically, users in cities were marginally (5.8%) less concerned of frequency as their top priority compared with the average. Reliability was also a slightly (3.5%) greater concern for those in cities than the average. Users in towns and rural areas were notably more concerned about journey times than the average; over 21% of users cited this as one of their most important concerns. The count of users citing frequency as a concern was marginally lower than average for the town and rural users too.

### *Enhancing bus services*

- 3.16 The survey asked people to prioritise improvements to local services. Generally, respondents prioritised improvements to the reliability and frequency of their service over softer measures such as Wi-Fi or real-time information. The cost of fares and the time the service started in the morning and ended at night were also higher scoring priorities for users. The results for this question are shown in Table 3-4.

**Table 3-4 Ranking of the importance of improvements needed by bus users**  
(n=1842,1798,1737)

	1 <sup>st</sup> Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> Priority
Ability to use one ticket on any bus	1.7%	3.3%	4.6%
Cost of fare	10.3%	12.9%	14.8%
Distance to the bus stop from the start / end point of journey	4.2%	6.3%	5.1%
Ease of getting on and off the bus	0.7%	1.5%	1.5%
Frequency of service (i.e. number of buses per hour)	26.3%	19.0%	15.8%
Journey time	6.7%	11.1%	9.9%
Low or zero emission buses	1.2%	2.1%	4.8%
Provision of journey planning information (e.g. websites)	0.5%	1.2%	2.2%
Provision of live information on vehicle arrival and departure times	0.9%	3.3%	5.0%
Provision of on-bus USB charging points	0.0%	0.2%	0.6%
Provision of on-bus Wi-Fi	0.1%	0.3%	1.2%
Reliability of service (i.e. bus turns up according to timetable)	32.4%	20.5%	13.7%
Seat comfort and leg room on the bus in your local area	1.2%	1.8%	2.1%
Stations and stops that allow interchange with other bus/rail services	2.0%	3.7%	7.5%
Time service starts in the morning and ends at night	11.8%	13.0%	11.1%

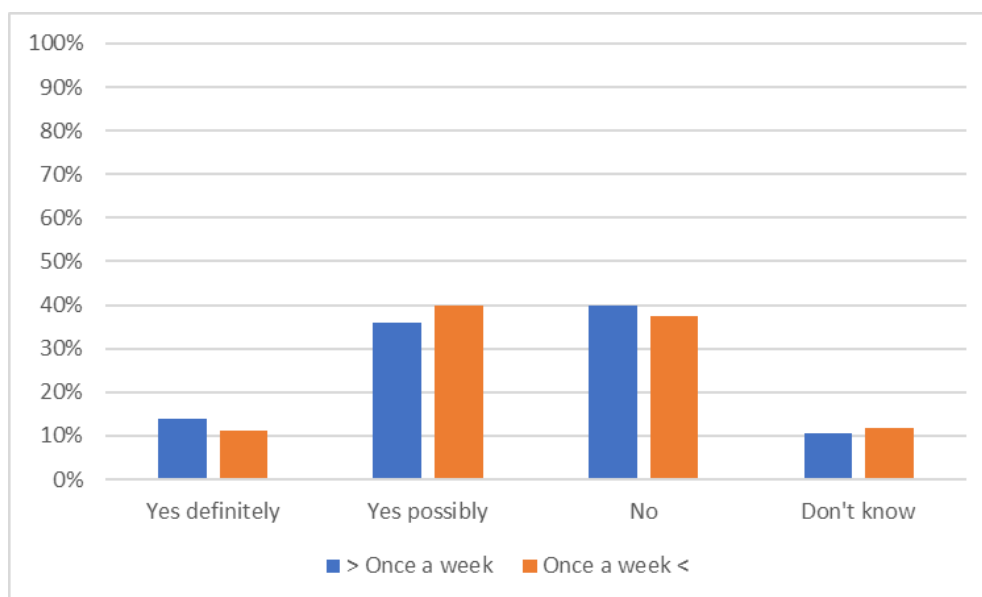
- 3.17 Aggregating these results between cities and towns and rural areas revealed further localised concerns. Users in cities generally stated, for their first priority, improvements to reliability to a greater extent (11%) than the average and improvements to frequency to a lesser extent (12.9%). Users in rural areas and towns considered frequency to be their first priority improvement to a greater extent than the average (5.2%). The time services start and end also scored higher than average, particularly as a second priority measure, where 3.4% more rural users cited this as a priority compared with the average.
- 3.18 When users were asked how these improvements would impact upon their frequency of travel, 63.8% would travel a lot more; 29.5% said they would travel a little more; and 5.6% would not travel more<sup>2</sup>. When these responses are split geographically, the difference in results is negligible.
- 3.19 When asked if users would be willing to pay higher fares to fund their chosen improvements, 39.1% said that they would not be willing. Conversely, 50.1% of people would definitely, or possibly, be willing to pay for their improvements through higher fares<sup>3</sup>. This rose slightly to 51.4% amongst those who are under 65 years.
- 3.20 The willingness to pay higher fares amongst the online sample group was notably greater than the on-street survey sample.

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<sup>2</sup> 1.1% answered 'don't know'

<sup>3</sup> 10.8% answered 'don't know'

Figure 3-3 Willingness to pay higher fares to support service improvements by frequency of travel (n=1323,551)

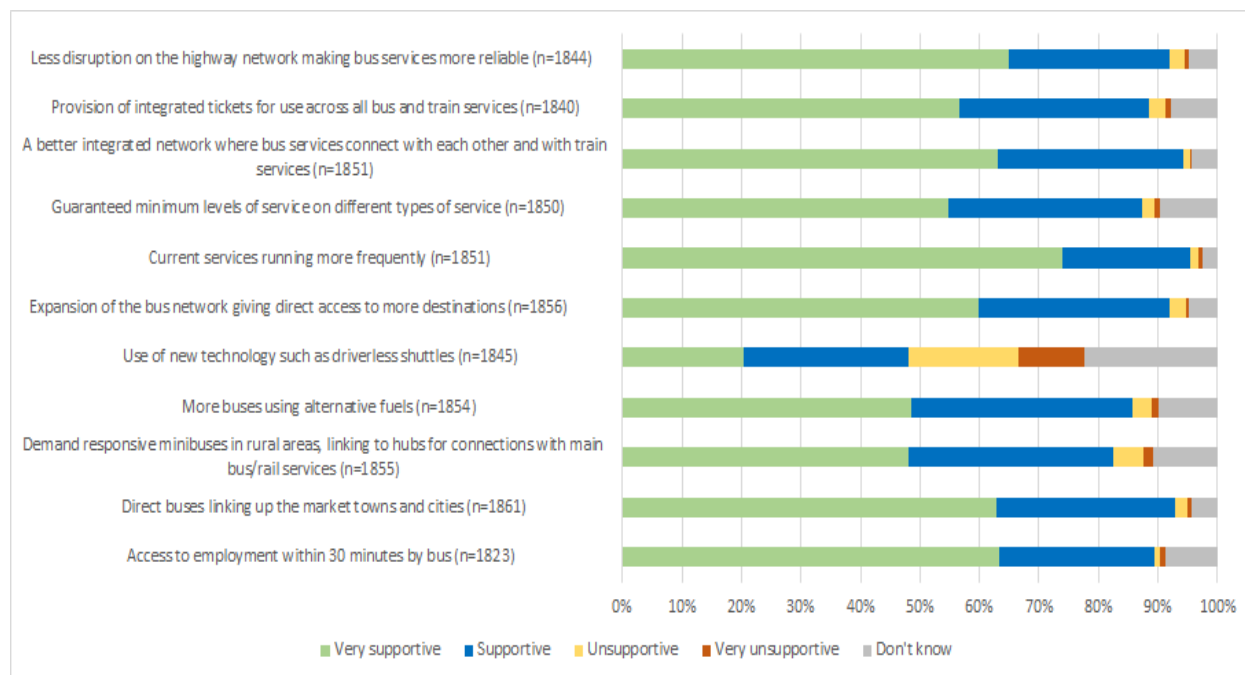


- 3.21 There is no significant disparity between bus users' frequency of travel and their willingness to pay. This is similar to the result observed in the on-street survey.

### *Future bus provision*

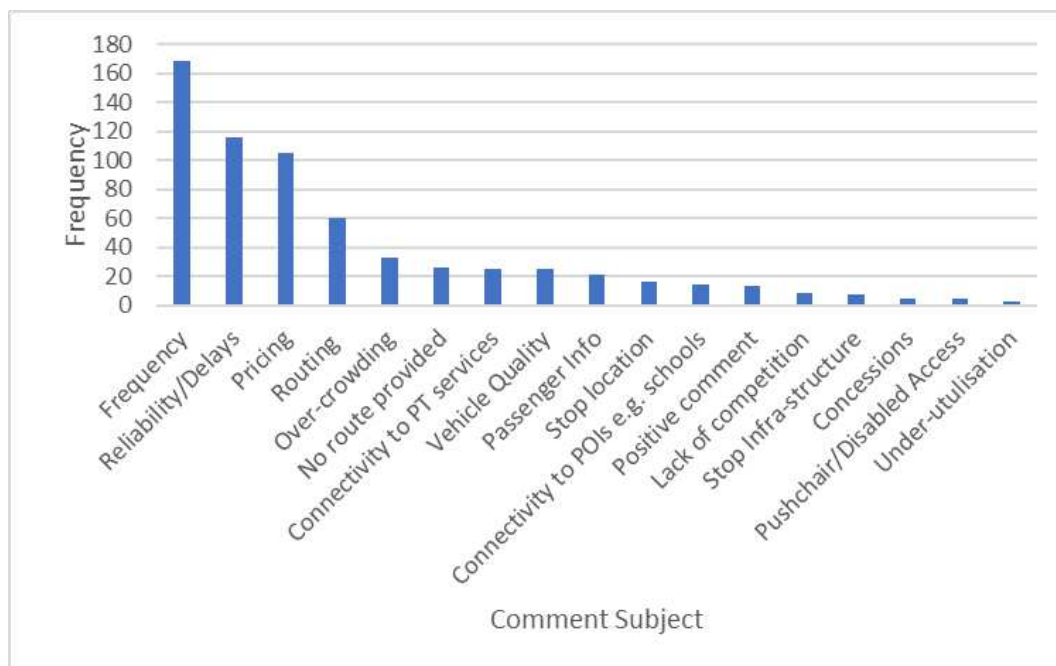
- 3.22 Users were asked to rate their support for different service improvements in the CPCA area. Over 86% of users were 'supportive' or 'very supportive' of the measures proposed by the survey. Users were 'very supportive' or 'supportive' of current services running more frequently (95.4%) than any other interventions. A better-integrated network, where services connect with each other and train services was also strongly supported. As was observed through the on-street survey, less than 50% of users were 'supportive' or 'very supportive' of the use of new technologies, such as driverless shuttles.

Figure 3-4 Extent to which bus users support improvements to bus services



- 3.23 Those in cities were, on average, 85% 'supportive' or 'very supportive' of the listed improvements. The intervention which users in cities most often rated as 'very supportive' was 'less disruption on the highway network'. Over 91% of city users were supportive of the expansion of the existing network to new destinations. Although users in cities were marginally more supportive of the use of new technologies, it remained the least supported intervention.
- 3.24 In rural areas and towns, over 86% were 'supportive' or 'very supportive' of the proposed interventions. The highest-scoring 'very supportive' or 'supportive' intervention was for current services running more frequently; over 95% of all those surveyed in these areas supported this. Access to employment within 30 minutes by bus, direct buses linking market towns and cities, and expansion of the existing bus network to serve new destinations were also 'supported' or 'very supported'.
- 3.25 Respondents were given the opportunity to provide further written comments. These results were coded using the same methodology and scoring system as for the on-street survey. A total of 879 written comments were made by respondents of the survey who considered themselves users of bus services. These comments were reviewed and coded.

Figure 3-5 Coded written comments from bus users (n=594)



- 3.26 The three most frequent concerns raised by bus users were frequency of services, current pricing (including structure and cost) and reliability:
- 19.2% of respondents felt that pricing was a problem. These comments often cited high fares, inability to pay via contactless onboard and confusing fare structures as problems.
  - 13.1% of respondents noted reliability issues and delays as concerns, such as buses failing to keep to time or being caught in congestion.
- 3.27 Some users provided further detail on the time period where they felt the frequency of services was inadequate. The frequency of evening and weekend services were the two periods of greatest concern. Comments concerning these periods often noted how the lack of evening services restricted people's ability to travel for social or leisure purposes. Comments concerning weekend services highlighted infrequent or non-existent provision on Sundays.
- 3.28 Several recurring comments submitted by bus users related to specific sites or services. Some of these comments were also observed through the on-street survey and are set out below.

### Overcrowding on the Cambridge - St Ives Busway

- 3.29 Although a number of positive comments were made in support of the Busway, many passengers quoted overcrowding as a problem, particularly at peak times.

*“At peak times, buses fill up within a couple of stops, so adding extra services during that time would help.”*

- 3.30 It was noted that overcrowding of services meant that buses might not stop further along the route, creating uncertainty for passengers. Respondents noted how overcrowding caused significant discomfort on board and acted as a barrier to travel. Some survey respondents attributed the overcrowding on some services to the use of single deck vehicles, such as Stagecoach route A.

*“The Stagecoach A bus is single decker to Trumpington...This means often my entire 1hr 30min journey is spent standing up.”*

- 3.31 The overcrowding of these buses, it was felt, caused delays to the services and reduced reliability of the Busway.

### **Addenbrooke's to Babraham Park and Ride delays**

- 3.32 NHS staff are charged to park on-site at Addenbrooke's, causing an increase in demand for Park and Ride services, particularly at peak times. Congestion within the city centre and the hospital site was noted as causing unreliability.
- 3.33 Six comments were made in support of the introduction of a dedicated shuttle service between Addenbrooke's Hospital and the Babraham Park and Ride site. Currently, Park and Ride services serve Addenbrooke's Hospital on their route along the A1037 between Cambridge city centre and the Park and Ride terminal. Comments suggested that the Babraham Park and Ride was particularly prone to delays, which were in part caused by the demand for the hospital and by traffic in and around the city.

*“Since starting at Addenbrooke's over 2 years ago, the Babraham Park & Ride bus service(s) ... are no longer reliable”*

*“A shuttle bus should be on a loop between the Park and Ride and Addenbrooke's Hospital for the rush hours so that we do not have to wait up to an hour”*

### **Withdrawal of service 205 to Wittering**

- 3.34 Over 40 specific concerns were raised over the cancellation of the 205 service, operated by Delaine between Wittering and Peterborough. Wittering is a village 14km west of Peterborough and home to many service personnel and their families stationed at nearby RAF Wittering. Previously, a regular bus service operated between the village and Peterborough, but the service was reduced by the current operator in early 2019.

The service was scheduled to be withdrawn on 20<sup>th</sup> December 2019<sup>4</sup>, raising many concerns from village residents through the survey.

*“Cancelling the 205 service will effectively cut off Wittering including the RAF base. This service is used by service personnel, their dependants and civilians living in the village”*

- 3.35 A lack of services in the village, such as supermarkets or healthcare, led to residents expressing concern over the isolation that would result from the cancellation of the service. Although a demand responsive service ('Call Connect') operates in the village, some respondents claimed that this service was unreliable and inadequate.

## Non-bus users

- 3.36 Similar analysis was repeated for non-bus users. Those in this category were defined as using a bus less than once a month.

### *Existing travel patterns*

- 3.37 Of the 1113 people categorised as non-users, 58.1% travelled by bus less than once a month and 41.3% never used the bus. 53.3% of respondents said that they were aware of a bus service which they could use; 40.9% did not have a service and 5.8% did not know.
- 3.38 The purpose and frequency of journeys taken by those who travelled less than once a month are displayed in Table 3-5.
- 3.39 Responses of N/A were the most common, suggesting that those who travelled less than once a month travelled in a sporadic manner and not for any one purpose. Generally, non-users were more likely to travel for shopping and leisure purposes at the weekend rather than for work. There was less willingness to travel by bus to work in this group than for users.

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<sup>4</sup> <https://www.peterboroughtoday.co.uk/news/traffic-and-travel/peterborough-villages-see-only-bus-service-scrapped-1-9148381>



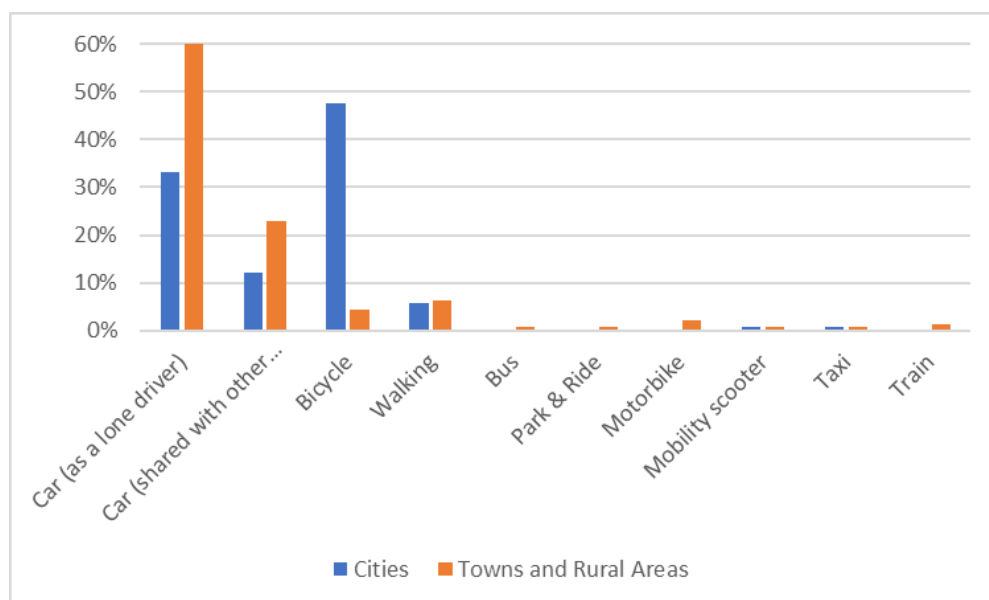
Table 3-5 Frequency of journeys made by non-bus users (n=636)

Frequency	For work	For shopping	For leisure at the weekend
N/A	40.9%	34.1%	35.2%
Never	24.1%	12.2%	14.1%
Sometimes	24.7%	26.4%	25.6%
Often	10.4%	27.3%	25.0%

3.40 Over 75% of non-bus users considered the car, either as a lone driver or shared with others, as their main form of transport. Cycling was the second most referenced mode, with over 16% of users citing this as their main form of transport in their local area.

3.41 When this result was divided geographically, disparities between cities and towns and villages were observed. In cities, 47.6% of residents considered cycling to be the main transport mode, whereas in towns and rural areas over 80% considered cars to be the main transport mode. This suggested disparities between travel choice in rural and urban areas, with some differences to those observed in the on-street survey.

Figure 3-6 Main transport mode of non-users in cities and towns and rural areas (n=124,292)



3.42 In analysing the reasons for not using local bus services, the highest scoring reasons were 'inadequate frequency' (38.7%), 'it is easier by car' (34.6%), 'buses do not go places I want to go' (33%) and 'journeys taking too long' (29%). These responses were

different from those observed on the on-street survey, where car convenience was highly regarded as a cause of not using bus services. Online respondents were more likely to reference problems with the bus service rather than car convenience.

- 3.43 When this data was filtered to only include those who said that the car was their main form of transport in their local area, 67.5% cited that it was easier to travel by car, 55.8% indicated that it was quicker by car and 35.2% that it was cheaper by car. This was similar to the on-street survey.

### *Enhancing bus services*

- 3.44 Non-users were asked to rate their priority for improvements to the bus network in their local area. The distribution of these priorities amongst the sample is shown in Table 3-6.
- 3.45 The rating of priorities was generally more evenly split compared to users and non-users surveyed through the on-street survey. Nevertheless, as observed elsewhere, frequency and reliability were consistently voted priorities at least once. Additionally, value for money was a higher scoring first priority amongst non-users surveyed. Only a maximum of 1.5% of non-users surveyed however stated that nothing would encourage them to use buses more often, suggesting there was a willingness to try local bus services; this response was significantly lower than that observed by the on-street survey.

Table 3-6 Rating of the priorities of non-users (n=652,635,604)

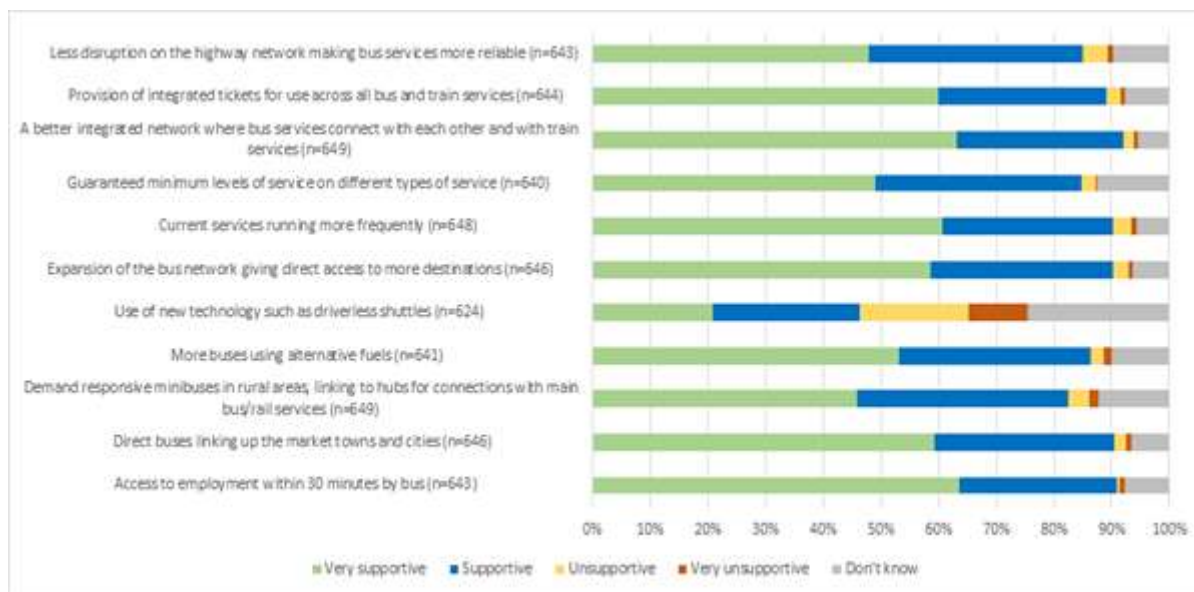
	1st Priority	2nd Priority	3rd Priority
Ability to use one ticket on any bus	2.1%	4.4%	5.6%
Distance to the bus stop	3.4%	1.9%	3.3%
Ease of getting on and off the bus	0.6%	0.6%	1.2%
Frequency of service	27.6%	18.6%	14.1%
Journey time	12.3%	17.6%	11.6%
Low or zero emission buses	1.5%	1.7%	4.6%
Nothing would encourage me to use local buses more	1.5%	0.9%	1.2%
Other improvement (write in comments box below)	5.7%	1.1%	6.0%
Provision of accurate live information on vehicle arrival and departure times	0.3%	2.7%	4.6%
Provision of journey planning information (e.g. websites)	0.6%	1.6%	2.3%
Provision of on bus USB charging points	0.0%	0.2%	0.3%
Provision of on bus Wi-Fi	0.0%	0.0%	0.3%
Reliability of service	14.6%	16.4%	14.6%
Seat comfort and leg room on the bus in your local area	0.5%	1.4%	0.8%
Stations and stops that allow interchange with other bus/rail services	0.8%	2.8%	7.9%
Time service starts in the morning and ends at night	10.4%	12.1%	8.1%
Value for money of fare	18.1%	15.9%	13.4%

- 3.46 These results were also analysed geographically. For those in cities, value for money was considered the main priority (31.5% of those surveyed). Value for money, reliability and frequency were also high scoring second and third priority improvements.
- 3.47 In rural areas, 37.2% of non-users considered improvements to frequency as their top priority, almost 10% more than the average. Over 20% stated journey times as their second priority and value for money was the third priority.
- 3.48 When asked if users would travel more often should their chosen intervention be introduced, over 44% answered 'don't know' or left the answer blank. Of those who did respond, 26.9% said they would be willing to travel a lot more and 26% a little. In cities, 59.1% would travel a little more and 36.5% a lot more. However, in rural areas, only 26.4% would travel a lot more and 18.4% a little more.

### *Future bus provision*

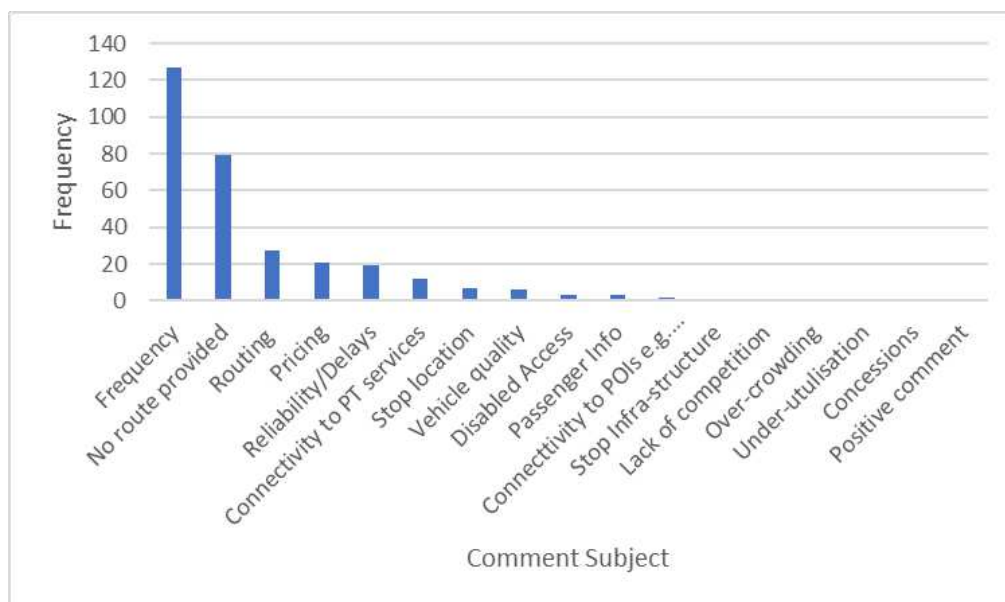
- 3.49 Non-users were also asked about their level of support for different interventions in the CPCA area; 84.3% of non-users were, on average, 'very supportive' or 'supportive'. The highest frequency of 'supportive' and 'very supportive' answers (92.1%) was for a better integrated network where bus services connect with each other and with train services. Expansion of the bus network, bus routes serving market towns and cities, and current services running more frequently also received more than 90% 'very supportive' or 'supportive' answers.
- 3.50 Looking at these results geographically, non-users in cities were slightly less supportive of improvements than the average (82.7%). Access to employment within 30 minutes by bus and a better-integrated network, where bus services connect with each other and with train services, were the most supported interventions. Over 90% of respondents in cities were supportive or very supportive of these measures.
- 3.51 In rural areas, over 86.6% of non-user respondents were supportive of the suggested improvements. However, this was about 5% less than rural bus-user respondents in the online survey. The highest supported improvements in rural areas were for a better-integrated network, where bus services connect with each other and with train services; direct buses linking up the market towns and cities; and expansion of the bus network giving direct access to more destinations. Each of these proposed recommendations received above 94% of 'supportive' or 'very supportive' responses.
- 3.52 The use of new technologies, such as driverless shuttles, was the least supported intervention by a significant margin. At no time on average or when split between geographical area was this supported by over 50% of respondents.

Figure 3-7 Extent to which non-users support improvements to services



3.53 Non-users were given the opportunity to provide additional written comments. Of classified non-users, 300 respondents opted to provide comments. This feedback was coded using the same methodology as adopted for analysis of written comments for users and for the on-street survey.

Figure 3-8 Comments made by non-bus users



3.54 Issues about frequency of services were most commonly cited by non-users; 42.3% of responses related to this. Many non-users stated that a service which was only provided at intermittent intervals during the day, such as one bus per two hours or one service per day, was not suitable for their needs; 25.6% of respondents also cited the

fact that no service was available within accessible distance from their house. Some comments furthered this point by stating that they would be willing to travel via bus if a service was provided that they could access.

- 3.55 Some non-users provided further detail on the time period where they felt frequency was inadequate. As with bus users, non-users felt that the frequency of evening services was the greatest problem currently. Non-users, however, had fewer concerns relating to weekend services than users.
- 3.56 Comments regarding particular issues were also raised by non-users and were similar to those documented under the user section above. In addition, comments on Isleham services were also prevalent.

### **Isleham services**

- 3.57 Non-users expressed specific concerns less frequently. The most commonly occurring local issue was concerning the lack of services to Isleham. Over 20 survey respondents cited the lack of regular bus services to Isleham as a concern. Isleham is a village in East Cambridgeshire, 25km from northeast of Cambridge. In 2011 the village had a population of 2,378<sup>5</sup>. The village receives one service per day, operated by the Big Green Bus Company, a morning and evening return to Newmarket.

*"Isleham has a virtually non-existent bus service, leaving those unable to drive or without a car cut off. Children in post-16 education are totally reliant on their parents for getting to college, or to the nearest form of public transport."*

- 3.58 Many respondents stated concerns similar to non-users, expressing how there is no alternative transport except by private vehicle or taxi without a regular bus service. The destinations where services could operate, suggested by respondents, included Newmarket, Ely and Cambridge.

## **Summary**

The main findings of the online survey (which support those of the on-street survey) are summarised below:

- The most common journeys taken 'often' by users was for work purposes. Trips for shopping and leisure were more likely to be taken 'sometimes'. Non-users were more likely to travel for shopping or leisure purposes than for work by bus.

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<sup>5</sup> <https://www.ons.gov.uk/help/localstatistics>

- Problems with the bus network were more often cited than the convenience of car use as barriers for travel by non-users. However, by those who drive, the convenience of the car was the main reason for not using the bus. Over 80% of non-users in rural areas considered cars to be the main form of transport. In cities, almost 50% of people considered cycling to be the main form of transport.
- Frequency, reliability, cost of fares and the time services start and end, were frequently referenced priorities for users. Frequency, reliability and the cost of fares were frequently considered as priorities for non-users.
- Over 90% of users would travel 'a little more' or 'a lot more' after the introduction of their chosen interventions. There was little difference between cities and rural areas in their willingness to travel. Only 53% of non-users would travel a little more or a lot more should their recommended improvements be introduced. Non-users in cities were more likely to travel 'a little more' or 'a lot more', after their chosen improvements were implemented, compared to rural areas and towns. Notably, 44% of non-users answered 'don't know' or left the answer blank.
- Over 50% of users would 'definitely' or 'possibly' be willing to pay higher fares to fund their improvements. There was little difference between how often users travelled and their willingness to pay.
- Over 86% of users, and almost 85% of non-users were 'supportive' or 'very supportive' of improvements. This figure was in-line with the results of the on-street survey. The expansion of the bus network and provision of integrated tickets for use across all bus and train services were the most supported improvements in cities, towns and rural areas. The use of new technologies was the least supported improvement, as observed in all surveys.
- Frequency, reliability and the cost of fares were the most commonly referenced concerns by users when given the opportunity to provide written comments. Frequency of services and a lack of services provided were the two most common written comment subjects by non-users. The loss of the Wittering bus service, the lack of service in Isleham, unreliability on services to Addenbrooke's Hospital and overcrowding on the guided busway were frequently referenced location-specific issues.

## Focus groups

### Methodology

- 4.1 Six focus groups were held in different parts of Cambridgeshire and Peterborough in order to understand public perceptions, and use of, existing bus services; gather ideas for improvement; and to understand the relative importance of different measures for improving bus services.
- 4.2 Focus groups were held in:
- Ramsey (mix of bus and non-bus users)
  - Wisbech (mix of bus and non-bus users)
  - Cambridge (bus users)
  - Cambridge (non-bus users)
  - Peterborough (bus users)
  - Peterborough (non-bus users)
- 4.3 These locations were chosen to engage with people living in different areas and with different experiences of bus and non-bus travel. The aim was to gauge the views of people of different ages.

### Results

- 4.4 Across the six groups, some similarities and differences were noted, which are outlined below.
- 4.5 The main points from each group can be found in Appendix C.

#### *Existing travel patterns and perceptions of bus services*

- 4.6 Across both rural and urban areas, one of the main common points raised was an issue with timing and the ability to interchange with other bus or rail services.
- 4.7 In rural areas but also noted on a smaller scale in urban locations, it was highlighted that services finished too early in the day and sometimes did not begin early enough. The night-time economy and access to centres for leisure purposes was important for both rural and urban bus users.
- 4.8 Links to hospitals and the ability to reach medical appointments was highlighted by both rural and urban bus users. Currently, access to hospitals by public transport was



not viewed in a positive light due to poor timetables, connection issues, delays or overcrowded services.

- 4.9 In all focus groups, the reliability of services was raised as a key issue, whether people lived in the centre of Cambridge or in the rural area around Ramsey. Discussions were held about bus services being late but also in some instances not even turning up.
- 4.10 Another significant issue for both rural and urban participants, but also for bus and non-bus users, was the lack of an integrated ticketing system. Several participants from all six focus groups noted frustration in having to purchase separate tickets for different operators. Participants noted that this made journeys complicated and increased the cost of their journey.
- 4.11 In both the rural and urban locations, participants noted that directness of service was an issue. This was perhaps highlighted more in rural areas where buses often travelled through several villages before reaching a final destination.
- 4.12 Interestingly, in the Ramsey focus group, it was noted that participants would not necessarily have an issue with changing bus services to reach a destination if service timetables matched up. By contrast, in Wisbech, the group explained it was far more important to have a direct service without a need to change, even if it took longer.
- 4.13 Whilst the directness of bus services was raised by both bus and non-bus users, this issue seemed more important to non-bus users, who suggested that indirectness was a deterrent to using the bus.
- 4.14 Both rural and urban participants mentioned that communication from bus service operators is poor and could be improved. Several examples were raised including failure to communicate cancellations of bus services and conflicting information provided on apps.
- 4.15 The Busway was viewed positively, although there were concerns about overcrowding and expensive fares for shorter trips. Equally, people were keen to see new links to enable them to reach the Busway.
- 4.16 In the urban areas, particularly in Cambridge, traffic congestion was seen as a very big problem, particularly its impact on the reliability of bus services.
- 4.17 The frequency of bus services was an issue noted in all six groups, although was more of an issue for those living in rural areas, where some services only had a few irregular journeys.
- 4.18 Cost was discussed in all the focus groups. Many participants considered bus travel to be expensive. It was highlighted that there is a disparity in bus ticket prices for those

living in rural areas compared to those who are travelling around Peterborough and Cambridge. Those using season tickets for regular travel within the cities were more content with the cost.

- 4.19 Rural participants noted that a Sunday service would be an important improvement for them. However, this was not raised as often by urban participants who may have already had a Sunday service available.
- 4.20 In rural areas, both the Wisbech and Ramsey participants remarked on the lack of bus shelters.
- 4.21 Overall, the issues facing bus users were generally the same as those faced by non-bus users. These issues acted as barriers to using buses.

### *Future bus provision*

- 4.22 Participants were asked about potential improvements in bus service provision. Common themes were:
  - Timetable improvements
  - Better integration
  - Smart and integrated ticketing
  - Demand responsive transport (DRT)
  - Affordability
- 4.23 During the Ramsey focus group, people commented that future timetables should better serve those trying to reach work or appointments, and improved integration would be important for future provision to enable people to change between services more easily.
- 4.24 Within other sessions, the need to integrate with rail services was an issue raised. Participants who didn't currently use the bus service said that if bus timetables linked more closely with rail timetables, they would be much more likely to use the bus.
- 4.25 The Ramsey focus group in general agreed that DRT was a good idea. However, the group held concerns as to whether DRT would be suitable for more spontaneous activities, such as shopping or last-minute doctor's appointments.
- 4.26 Bus users and non-bus users in a number of groups thought that DRT was a good idea. The Wisbech group liked the idea of DRT services linking up with main bus routes. However, in the Peterborough non-bus user group, there were some concerns; a large fleet of DRT vehicles would be required and there was a feeling that DRT could cost more than investing in conventional local bus services.

- 4.27 Across the focus groups, there were several questions about how much notice would be required in order to book a DRT service. A participant also made a strong point about the Wi-Fi and broadband services in rural areas (e.g. Ramsey) which are poor and could create issues when trying to use an app.
- 4.28 For bus users, the introduction of smarter ticketing and integrated fares was a key issue for future bus provision. It was also raised by some non-bus users. One participant felt strongly that bus operators in the future should track people's journeys more accurately (linked to smart ticketing) in order to better understand the movement of passengers and in turn plan bus operations more effectively.
- 4.29 Within some groups, concerns were raised about future funding for bus services. Bus users in Cambridge were open to a congestion charge if it was guaranteed that funding from this would be used to support public transport. One participant also suggested that a tourist or city tax, as adopted in some places abroad, could potentially be a good funding stream.
- 4.30 Across all six groups, there was consensus that future bus service provision should be affordable. It was agreed that costs create a barrier, especially for younger adults, single parents and those who were unemployed.
- 4.31 In the Wisbech group, there were some concerns about electric buses and how much mileage could be covered on a single charge. In the Peterborough non-bus user session, one participant felt very strongly that bus services needed to be electric and a lot cleaner in the future to convince people to use them.
- 4.32 Linked to electric buses, several participants felt strongly that buses had a key role to play in helping to address the climate crisis.
- 4.33 When each of the groups was asked about the importance of consistent branding (i.e. should buses all be the same colour), this was not an important issue.
- 4.34 Many participants felt that Wi-Fi and phone charging points were important for future bus services, but were perhaps not the top priority. In Wisbech, it was noted that these aspects were probably only required for longer routes and not necessary for more local services.
- 4.35 In the rural focus groups (Wisbech and Ramsey) people commented that buses were old and prone to breakdowns. They felt it was important to see investment in new vehicles in the future.
- 4.36 Across all groups, there was consensus that future bus service provision should maintain or develop links from villages to towns and cities and between towns and cities.

### *Prioritising improvements*

- 4.37 In four of the focus groups, participants were asked to complete a paired comparison exercise (shown in Appendix D).
- 4.38 The top three priorities for bus services in the future, based on responses from all four groups, were:
- Buses run frequently
  - Regularity of service
  - Buses run on-time
- 4.39 The features of least concern were:
- Phone charging points
  - Comfortable/spacious seating
  - Run 24/7

### Summary

- 4.40 In summary, the issues raised by bus users and non-bus users were similar. Highlighted priorities were reliability, frequency, interchange and integrated fares and ticketing.
- 4.41 By contrast, the issues facing those living in urban and areas were quite different. People in rural areas were more concerned about availability and frequency of services, poor quality buses and indirect journeys. They were also concerned about further reductions in service, seeing now that some places have little or no bus service.
- 4.42 However, it was important to note that some of the issues raised by rural, urban and bus and non-bus users would be resolved with similar solutions:
- Introducing smarter, integrated and affordable ticketing.
  - Creating timetables that allow integration with other public transport services, are simple to understand (even frequency) and operate at times people need to travel.
  - Better service planning and network design to enable people to get to where they want to go (e.g. work, health and leisure appointment) through faster direct services and integration.
  - Increasing the frequency of services.
  - Increasing reliability of bus services by reducing congestion.
  - Improving all forms of travel information and greater provision of real time information.

- 4.43 Looking to the future, DRT was considered an option for some rural areas, but the introduction of such schemes would need to be carefully considered with the needs and desires of each community in mind. Electric vehicles were considered very important to help address the climate crisis, but there were concerns around the practicalities of electric charging infrastructure.
- 4.44 There was recognition of the need for investment in bus services and vehicles in the future. However, there was concern about where the funding might come from. Suggestions included congestion charging and visitor or city taxes.

## Stakeholder responses

- 5.1 Buses are an important topic of interest. Over and above the responses to the online survey, some individuals and organisations took the opportunity to provide additional comments and views. These generally pointed to the deficiencies of the current bus network and ways of improving services in the future in certain localities.

### Written submissions

- 5.2 Some individuals and organisations provided additional submissions for consideration. These are summarised in the following table.

**Table 5-1 Summary of written submissions**

Individual (age group) or Organisation	Location	Summary of comments
Individual (35-54)	Orton Brimbles, near Peterborough	<ul style="list-style-type: none"> <li>Stagecoach currently has total control.</li> <li>Future arrangements should involve council having more influence over services.</li> </ul>
Individual (55-64)	Hilton, Huntingdonshire	<ul style="list-style-type: none"> <li>Only two buses going to Cambridge and two returning; timing means they are unsuitable for any activity (work or leisure).</li> <li>Different tickets needed for different operators; cost is prohibitive.</li> <li>Park &amp; Ride – car park often full after 0800.</li> <li>Buses to and from the Park &amp; Ride and Biomedical Campus can be unreliable, with buses being late or not turning up.</li> <li>Cost of bus when more than two people travelling means it's cheaper to drive and park.</li> <li>To encourage use, buses need to be cheaper than using a car and frequent to offer convenience.</li> </ul>
Individual (65+)	Ailsworth	<ul style="list-style-type: none"> <li>Query about why there can't be a service via the hospital and Longthorpe which comes to Castor and Ailsworth.</li> </ul>

Individual (age group) or Organisation	Location	Summary of comments
Individual (18-34)	Bar Hill	<ul style="list-style-type: none"> <li>• New housing developments are unserved by buses; for example, Eddington has bus stops that have not been served.</li> <li>• Whippet U service reaches Eddington, but tickets not usable on Stagecoach; also U service does not serve Drummer Street area, reducing the ease of connections with other services.</li> <li>• Eddington is next to Longstanton Park and Ride, but Busway D services only travel once an hour and bus service times do not connect with the London commuter services.</li> <li>• Both Whippet U and Busway D have limited night-time services.</li> </ul>
Burwell Local Facebook Group	Burwell	<ul style="list-style-type: none"> <li>• Buses should run to locations other than Drummer Street; many residents of Burwell work at Addenbrooke's or need to visit the hospital for health reasons. A direct bus to Addenbrooke's would also allow young people to access Long Road and Hills Road sixth form colleges.</li> <li>• Buses should be more frequent than hourly, especially at peak times.</li> <li>• College students and city workers have to catch 0630 bus to get into Cambridge for 0900.</li> <li>• Cost of the bus service is high.</li> </ul>
Individual (65+)	Wittering	<ul style="list-style-type: none"> <li>• Peterborough needs a circular bus service to link suburbs.</li> </ul>
Individual (65+)	Wittering	<ul style="list-style-type: none"> <li>• Bus service 205 is a lifeline; it has already been reduced and is set to be withdrawn from 20 December</li> </ul>
Individual	Peterborough area	<ul style="list-style-type: none"> <li>• Location of bus stops not conducive to encourage bus use, particularly for new developments.</li> <li>• Need reasonable frequency of services covering business day and leisure times</li> <li>• Local buses don't serve Peterborough's rail station</li> <li>• Likes branding of routes / corridors by colour, as in Reading. However, comprehensive branding across the whole of Peterborough and Cambridgeshire might not be appropriate.</li> <li>• Need more smart ticketing to reduce dwell times of buses at bus stops.</li> </ul>

Individual (age group) or Organisation	Location	Summary of comments
Individual (65+)	Orton Wistow	<ul style="list-style-type: none"> <li>Many bus stops are in a very poor state.</li> <li>People sitting in seats designated for elderly or disabled people and refusing to move can be a problem.</li> <li>Stagecoach fails to reply to customer complaints.</li> <li>Faster and more direct buses would be better, particularly for people who are able to walk to main road.</li> <li>Would like to see conductors reintroduced.</li> </ul>
Individual (65+)	Cambridge	<ul style="list-style-type: none"> <li>Need to be careful with franchising bus services and the amount of money required to make it work.</li> <li>Has discussed with County Council for several years the need to improve electronic displays at bus stops.</li> <li>Has discussed with Stagecoach problems of bus bunching; problem is mainly down to traffic congestion.</li> </ul>
Individual (55-64)	Cherry Hinton	<ul style="list-style-type: none"> <li>Buses are poor quality - poor ride quality due to uneven road surfaces; heaters don't work; no on-bus displays giving next stop information; seats uncomfortable. Lack of second door for alighting slows boarding.</li> <li>Some drivers show little regard for passenger comfort, with heavy braking and rapid acceleration and clipping or mounting kerbs.</li> <li>Direct service not always quickest; instead of catching Citi 1 from Tesco directly to Addenbrooke's at 6:45am it can be quicker to catch Citi 3 then change onto outbound bus from Hills Road. This is probably due to the delays caused by large numbers of passengers boarding Citi 1.</li> </ul>
Individual (65+)	Ailsworth	<ul style="list-style-type: none"> <li>Lack of buses can lead to isolation for older people and many others without access to cars.</li> </ul>
Toseland Parish Council	Toseland	<ul style="list-style-type: none"> <li>Toseland has no bus service, since the Thursday only service to St Neots was withdrawn some years ago.</li> <li>Residents who work would need daily services to get them to the train station, or to a bus/coach stop that would get them to where they need to go.</li> <li>Access is available to the HACT dial-a-bus service, but this is expensive to subscribe to.</li> </ul>



Individual (age group) or Organisation	Location	Summary of comments
Yaxley Parish Council	Yaxley	<ul style="list-style-type: none"> <li>Considered that the survey missed out the category of travelling to school. Cambridgeshire County Council provides a bus service for those between 11 and 16 attending the catchment school, which is approximately four miles away. Once in sixth form (16-18) students must get public transport.</li> <li>Young people travel out of the village between 0745 and 0830 and return 1515-1600.</li> </ul>

<p>Ely Community Bus Partnership</p>	<p>Ely</p>	<ul style="list-style-type: none"> <li>• About 10 years ago a group of councillors and interested residents pushed for a new city service through the Market Towns initiative. A service specification was drawn up and a funding package confirmed through a s106 agreement on the new Sainsbury's store in 2012. Norfolk Green was awarded the contract for the operation of a 6 days a week circular service linking residential areas within the city centre, Sainsbury's and the railway station. This service achieved an annual ridership in excess of 50,000 in the fourth year of operation.</li> <li>• In 2017, funding from Sainsbury's was exhausted and the service was reduced to 3 round trips per day. As a result, numbers dropped to around 9,000 passenger journeys a year, most of which were made by concessionary pass holders.</li> <li>• In 2018, discussions were held with the County Council to restore an hourly service, along the lines of that originally provided. A tender exercise was undertaken, but the proposal was not implemented because of uncertainties around the future procurement and funding of contracted services and the transfer of responsibilities from the County Council to the Combined Authority.</li> <li>• Local services should be planned and provided on the basis of small networks, which in themselves can provide better connectivity between key points in the locality.</li> <li>• Market towns require services of at least hourly frequency.</li> <li>• There is a need to ensure that future developments in Ely are planned with access for buses in mind. The design of new neighbourhoods should include bus only gates between sections to reduce travelling time.</li> <li>• The Ely Community Bus Partnership conducted some market research with non-bus users. Findings included: <ul style="list-style-type: none"> <li>• Reasons for not using the bus: lack of knowledge of what the services provide, frequency and reliability issues.</li> <li>• Desire from people to exploit the environmental benefits of bus travel and to be less car dependent.</li> <li>• Access to the network should be as close as possible to the origin of the journey; about five minutes' walk was considered the maximum.</li> </ul> </li> </ul>
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Individual (age group) or Organisation	Location	Summary of comments
		<ul style="list-style-type: none"> <li>• A fare of around £2 return was seen as suitable for a local city service.</li> <li>• Bus stop facilities are considered important.</li> </ul>
Werrington Neighbourhood Council	Werrington	<ul style="list-style-type: none"> <li>• Werrington Neighbourhood Council, as part of Area Forum, undertook a Werrington Residents' Questionnaire, which was delivered to 5,500 households in October 2019. About 900 responses were received.</li> <li>• 25% of respondents were very concerned with public transport links.</li> <li>• When asked about the importance of improving bus service routes, 31% rated this as very important; 25% considered it very important that bus service frequencies were improved.</li> <li>• Some residents made additional comments about bus services: <ul style="list-style-type: none"> <li>• It can take a long time for buses to get into the city centre (often over an hour for what would normally be a 10-15-minute car journey) – an express service was suggested.</li> <li>• Further suggestions included a direct peak time or hourly service into the bus station from Werrington/Walton, missing out the slow journey down Lincoln Road.</li> <li>• Stagecoach bus operates on an anti-clockwise circular route, visiting Werrington centre on its outward journey. This means that people cannot access the centre by bus from a large part of the village. Suggestions included running buses both ways around the Werrington loop.</li> <li>• Problems with bunching of buses, creating irregular levels of service.</li> <li>• Need more evening and Sunday buses.</li> </ul> </li> </ul>

## Meetings and other information

- 5.3 The Fenland Transport and Access Group gave over one of its meetings to discuss bus services in its area, in order to feed thoughts into the CPCA Bus Services Delivery Review. Furthermore, East Cambridgeshire District Council set up its own Member Working Party to undertake more in-depth consideration of bus services in its area.
- 5.4 Discussions with stakeholders centred on the desire to see various improvements to bus services. In the rural areas, there was a need for more connectivity, with bus links to a range of destinations. Directness of routes and frequency of service were seen as important if services were going to be suitably attractive, particularly for those who currently use their cars. Equally, there was a need for extended times of operation (early morning and evening). It was recognised that more flexible types of transport would be the most effective way of serving areas of low population or with dispersed demands. Community or demand responsive transport (DRT) could provide feeder services to 'hubs' to meet up with main-line bus services or the Busway.
- 5.5 Members of the Fenland Transport and Access Group highlighted the importance of good information and the need to ensure people could be confident in using public transport. In rural areas, the need to improve services was vital as a first step to encouraging usage. The use of deterrents to car use ('sticks') were only seen as suitable for urban areas.
- 5.6 It was considered that rural bus service improvements would be dependent on additional revenue funding. There was some concern that this may deter action in the rural areas, with efforts concentrated on urban areas. However, at a workshop of local authority officers, there was a view expressed that bus services were already good in Cambridge, thus emphasising the need for improvements in rural areas and the market towns. It was also noted that areas of deprivation were to be found in more rural areas, such as Fenland.
- 5.7 The NHS provided a written response to the survey about bus services, having canvassed views of staff at the Cambridge Biomedical Campus. From an annual count in October 2019, it estimated that 8,500 journeys per day were made by bus to/from the Campus. Staff ranked reliability of service against the timetable and fares as the two most important factors in using buses. Journey times and the availability of good interchange also rated highly. Whilst there was a desire to see improvements, staff were not prepared to pay higher fares for them. In summary, the response concluded that *"staff were keen to see significant improvement in terms of bus services. If services*

*are timely, reliable and at reasonable cost, then staff have confirmed they would use them."*

- 5.8 Similar sentiments were expressed by Cambridge Area Bus Users (CABU). It noted that frequency was important, but then it was important to ensure that buses did not bunch together. Where headways were longer, say every 30 or 60 minutes, the need for reliability was greater. The directness of routes was also important. Some services took lengthy detours; whilst this extended the catchment, it also deterred people from making end-to-end journeys by bus.
- 5.9 Where services were hourly or less frequent, CABU noted that people had the added constraint of planning their activities around the bus service. Bus times might simply not fit with fixed employment times.
- 5.10 CABU suggested a need for network expansion and improved connectivity. It envisaged that this could be achieved by introducing more direct and connecting services, in order to eliminate indirect, meandering routes for longer-distance services. However, this would only work if connections were guaranteed. Equally, network-wide multi-operator ticketing would be necessary. Sales of tickets off-bus would help in speeding up boarding times, particularly on services with growing usage.
- 5.11 Smarter Cambridge Transport also considered the introduction of multi-operator ticketing to be important. It would support moves to enhance bus services and has made various propositions in recent years. It recognised the need for additional funding to introduce improvements, considering that measures such as workplace parking levy (as used in Nottingham) might be a means of doing this.
- 5.12 Operators expressed a range of views. As the main operator across the area, Stagecoach's greatest concern was congestion and its impact on the ability to run services efficiently and reliably (which in turn deter usage). Roadworks were also a problem and the operator was pleased to note the establishment of a highways liaison group, through which disruption caused for buses might be better managed. The disruption caused to the Busway services by the diversion due to the A14 works was particularly unwelcome, as it was delaying the introduction of planned service improvements and the launch of a new vehicle fleet of guided buses. Roadworks were also a problem in Peterborough, highlighted by Delaine.
- 5.13 Whippet also highlighted the problems of congestion, which impacted on its operation of the 'U' service.
- 5.14 Operators were supportive of measures to help improve bus services and were happy to work with local authorities to achieve enhancements. It was recognised that services

would be more attractive if they ran more often or had extended periods of operation, but this wasn't possible on a commercial basis, particularly in rural areas.

- 5.15 Operators recognised the need to continually update their fleets in order to reduce emissions. There was support for electric buses, but the high cost of these and the constraints of power supplies at depots and other locations were potential barriers.
- 5.16 There were mixed views on the different models for bus service delivery. However, an over-riding view was that it was important to have certainty and stability, to allow operators to plan ahead and invest, whether that be for commercially-provided services or ones supported and specified by local authorities and other bodies.

## Appendix A – Survey

Location		Interviewer Name		Bus Route		Date		Time	
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(k) INTERVIEWER READ OUT:

Good morning/afternoon/evening. I am an interviewer from The Research Solution, an independent research organisation. We are conducting a survey of bus users and non-users in Cambridgeshire on behalf of the Cambridgeshire and Peterborough Combined Authority. Would you mind answering some questions? All your answers are treated with strictest confidence and in line with the MRS code of conduct and GDPR regulations.

(l) **SECTION A - Screening Questions**

(m)	QA1	Please can you provide the first four digits of your home post code? IF NOT a CB1-11 OR PE1-8, 13-16, 19, 26-29 postcode area and they don't work in a CB1-11 OR PE1-8, 13-16, 19, 26-29 postcode area please thank respondent and close interview.						Routing
								Continue

(n)	QA2	What was your age on your last birthday?						Routing
		Under 18	1		55-64	4		
		18-34	2		65+	5		
		35-54	3		Prefer not to say	6		Close interview

(o)	QA3	Gender						Routing
		Male				1		
		Female				2		
		Other				3		

(p)	QA4	How frequently do you use your local bus service?						Routing
		5 or more days a week	1	GO TO SECTION B	Once a month	5	GO TO SECTION B	
		2-4 days a week	2	GO TO SECTION B	Less than once a month	6	GO TO A5	
		Once a week	3	GO TO SECTION B				
		Less than once a week but more than once a month	4	GO TO SECTION B	Never	7	GO TO A5	

QA5	Is there a local bus which you could use if you needed to for some of the journeys you make? (e.g. to visit friends/family, go shopping or to and from work)							
	Yes (GO TO SECTION C)						1	
	No (CLOSE INTERVIEW)						2	
	Don't know (GO TO SECTION C)						3	

**(q) SECTION B – Use of and Satisfaction with Local Bus Services (BUS USERS ONLY)**

**USE SHOWCARD 1**

<b>QB1</b>	When you travel for the following journeys in your local area how often is this by a bus? <b>(READ OUT EACH ACTIVITY AND CIRCLE ONE RESPONSE ONLY)</b>						
<b>QB2</b>	Which bus route do you use most frequently to travel from your home for the following journeys? <b>(READ OUT EACH ACTIVITY CODED AS SOMETIMES OR OFTEN (2 OR 3) AT QB-1 AND RECORD THE ROUTE NUMBER(S) WHERE KNOWN.)</b>						
<b>(r)</b>	<b>QB1</b>					<b>QB2</b>	<b>Routing</b>
		<i>Never</i>	<i>Sometimes</i>	<i>Often</i>	<i>N/A</i>	<i>Bus route number(s)</i>	
	To work	1	2	3	4		Continue
	For shopping	1	2	3	4		
	For leisure activities during the weekend	1	2	3	4		

**USE SHOWCARD 2**

<b>(s) QB3</b>	Which of these service factors are most important to you when deciding to travel by bus in your local area? Please choose the three most important factors in order of priority <b>[CIRCLE ONE RESPONSE IN EACH COLUMN ONLY]</b>				<b>Routing</b>
		Most important	2 <sup>nd</sup> Most Important	3 <sup>rd</sup> Most Important	
	Reliability of service (i.e. bus turns up according to timetable)	1	1	1	Continue
	Journey time	2	2	2	
	Ease of getting on and off the bus	3	3	3	
	Seat comfort and leg room on the bus in your local area	4	4	4	
	Cost of fare	5	5	5	
	Ability to use one ticket on any bus	6	6	6	
	Distance to the bus stop from start / end point of journey	7	7	7	
	Time service starts in the morning and ends at night	8	8	8	
	Frequency of service (i.e. number of buses per hour)	9	9	9	
	Provision of journey planning information (e.g. websites)	10	10	10	
	Low or zero emission buses	11	11	11	
	Provision of live information on vehicle arrival and departure times	12	12	12	
	Provision of on-bus Wi-Fi	13	13	13	
	Provision of on-bus USB charging points	14	14	14	
	Stations and stops that allow interchange with other bus/rail services	15	15	15	
	Other (WRITE IN BELOW):	16	16	16	



## USE SHOWCARD 2

(t) QB4	Which of these bus service factors are most in need of improvement in your local area? Please choose the three factors most in need of improvement in order of priority <b>[CIRCLE ONE RESPONSE IN EACH COLUMN ONLY]</b>				Routing
		1 <sup>st</sup> Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> Priority	
	Reliability of service (i.e. bus turns up according to timetable)	1	1	1	Continue
	Journey time	2	2	2	
	Ease of getting on and off the bus	3	3	3	
	Seat comfort and leg room on the bus in your local area	4	4	4	
	Cost of fare	5	5	5	
	Ability to use one ticket on any bus	6	6	6	
	Distance to the bus stop from start / end point of journey	7	7	7	
	Time service starts in the morning and ends at night	8	8	8	
	Frequency of service (i.e. number of buses per hour)	9	9	9	
	Provision of journey planning information (e.g. websites)	10	10	10	
	Low or zero emission buses	11	11	11	
	Provision of live information on vehicle arrival and departure times	12	12	12	
	Provision of on-bus Wi-Fi	13	13	13	
	Provision of on-bus USB charging points	14	14	14	
	Stations and stops that allow interchange with other bus/rail services	15	15	15	
	Other (WRITE IN BELOW):	16	16	16	

## USE SHOWCARD 3

(u) QB5	If your chosen improvements were introduced would you use local bus services? <b>(ONE response only)</b>		Routing
	A lot more	1	Continue
	A little more	2	
	It would make no difference	3	
	Don't know	4	

## USE SHOWCARD 4

(v) QB6	Would you be prepared to pay higher fares to cover the cost of introducing these measures? <b>(ONE response only)</b>		Routing
	Yes definitely	1	Continue
	Yes possibly	2	
	No	3	
	Don't know	4	

(w) B7	To what extent are you supportive of the following statements relating to aspects of the vision to significantly improve bus service provision in your local area? <b>(READ OUT AND CIRCLE ONE RESPONSE FOR EACH STATEMENT ONLY)</b>					
		Very supportive	Supportive	Unsupportive	Very unsupportive	Don't know
	Access to employment within 30 minutes by bus	1	2	3	4	5
	Direct buses linking up the market towns and cities	1	2	3	4	5
	Demand responsive minibuses in rural areas, linking to hubs for connections with main bus / rail services	1	2	3	4	5
	More buses using alternative fuels (e.g. electric)	1	2	3	4	5
	Use of new technology, such as driverless shuttles	1	2	3	4	5
	Expansion of the bus network giving direct access to more destinations (i.e. new routes)	1	2	3	4	5
	Current services running more frequently	1	2	3	4	5
	Guaranteed minimum levels of service on different types of service (e.g. rural, interurban, city)	1	2	3	4	5
	A better integrated network where bus services connect with each other and with train services	1	2	3	4	5
	Provision of integrated tickets for use across all bus and train services	1	2	3	4	5
	Less disruption on the highway network making bus services more reliable	1	2	3	4	5

**QB8** Do you have any other comments you wish to make about bus services in your local area?  
**(RECORD VERBATIM IN SPACE PROVIDED)**

**SECTION C – Use of and Satisfaction with local Bus Services (NON-BUS USERS ONLY)**

**USE SHOWCARD 1**

(x) C1	How often do you travel around the local area for the following journeys? <b>(READ OUT EACH ACTIVITY AND CIRCLE ONE RESPONSE ONLY)</b>					
		<i>Never</i>	<i>Sometimes</i>	<i>Often</i>	<i>N/A</i>	
	To work	1	2	3	4	Continue
	For shopping	1	2	3	4	
	For leisure activities during the weekend	1	2	3	4	

(y)	QC2	What do you consider as your main mode of transport for travelling around the local area? <b>(CIRCLE ONE ONLY)</b>				Routing
	Car (as a lone driver)	1	Guided bus	8	Continue	
	Car (shared with other people)	2	Local bus service	9		
	Motorbike	3	Train	10		
	Other motor vehicle	4	Taxi	11		
	Walking	5	Other (write in below)	12		
	Bicycle	6				
	Park & Ride bus	7				

(z)	QC3	What are the main reasons you don't use the local bus service more often? <b>(CIRCLE AS MANY AS APPLICABLE)</b>		Routing
	It is easier / more convenient by car	1	Continue	
	It is quicker by car	2		
	It is cheaper by car	3		
	I prefer to walk / cycle	4		
	Buses are not frequent enough / do not run when I need them	5		
	Buses do not go to / go directly to places where I want to go	6		
	Bus fares are too high	7		
	Journeys take too long by bus	8		
	I have difficulty getting on and off buses	9		
	The nearest bus stop is too far away	10		
	Not safe on the buses/stops/stations/concerned about anti-social behaviour	11		
	I have difficulty getting to the bus stop/station	12		
	I do not know what bus services are available	13		
	Buses don't turn up when they're scheduled	14		
	Other (Write in below)	15		

## USE SHOWCARD 2

(aa) QC4	Which of these elements of local bus services would need to be improved in order for you to consider using buses more often? Please choose the three factors most in need of improvement in order of priority <b>[CIRCLE ONE RESPONSE IN EACH COLUMN ONLY]</b>	Routing			
		1 <sup>st</sup> Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> Priority	
	Reliability of service	1	1	1	Continue
	Journey time	2	2	2	
	Ease of getting on and off the bus	3	3	3	
	Seat comfort and leg room on the bus in your local area	4	4	4	
	Value for money of fare	5	5	5	
	Ability to use one ticket on any bus	6	6	6	
	Distance to the bus stop	7	7	7	
	Time service starts in the morning and ends at night	8	8	8	
	Frequency of service	9	9	9	
	Provision of journey planning information (e.g. websites)	10	10	10	
	Low or zero emission buses	11	11	11	
	Provision of accurate live information on vehicle arrival and departure times	12	12	12	
	Provision of on bus Wi-Fi	13	13	13	
	Provision of on bus USB charging points	14	14	14	
	Stations and stops that allow interchange with other bus/rail services	15	15	15	
	Other (WRITE IN BELOW):	16	16	16	Go to QC6
	Nothing would encourage me to use local buses more	17	17	17	

## USE SHOWCARD 3

(bb) QC5	If your chosen improvements were introduced would you use local bus services? <b>(ONE response only)</b>	Routing	
	A lot more	1	Continue
	A little more	2	
	It would make no difference	3	
	Don't know	4	

**USE SHOWCARD 4**

(cc) C6	Please can you indicate the level to which you support the following measures making up Cambridgeshire and Peterborough Combined Authority's vision for significantly improving bus service provision in your local area? (READ OUT AND CIRCLE ONE RESPONSE FOR EACH STATEMENT ONLY)					
		Very supportive	Supportive	Unsupportive	Very unsupportive	Don't know
	Access to employment within 30 minutes by bus	1	2	3	4	5
	Direct buses linking up the market towns and cities	1	2	3	4	5
	Demand responsive minibuses in rural areas, linking to hubs for connections with main bus / rail services	1	2	3	4	5
	More buses using alternative fuels (e.g. electric)	1	2	3	4	5
	Use of new technology, such as driverless shuttles	1	2	3	4	5
	Expansion of the bus network giving direct access to more destinations (i.e. new routes)	1	2	3	4	5
	Current services running more frequently	1	2	3	4	5
	Guaranteed minimum levels of service on different types of service (e.g. rural, interurban, city)	1	2	3	4	5
	A better integrated network where bus services connect with each other and with train services	1	2	3	4	5
	Provision of integrated tickets for use across all bus and train services	1	2	3	4	5
	Less disruption on the highway network making bus services more reliable	1	2	3	4	5

<p><b>QC7</b> Do you have any other comments you wish to make about bus services in your local area? (RECORD VERBATIM IN SPACE PROVIDED)</p>

(dd)	QD1	Which of the following best describes you? ( <b>CIRCLE ONE ONLY</b> )	Routing
		Employed full-time (30 or more hours per week)	1
		Employed part-time (less than 30 hours per week)	2
		Self employed	3
		Government supported training programme	4
		Full-time education (school / college / university)	5
		Unemployed and available for work	6
		Long term sick / disabled	7
		Wholly retired from work	8
		Looking after the home	9
		Prefer not to say	10
		Other	11
			Continue

## SECTION D – Background Information

**READ OUT** - Thank you for taking part in this survey, before you go, I have a couple more questions to ask about you.

### SHOWCARD 5

(ee)	QD2	Would you be willing to take part in a discussion group about bus services in your local area? Participants will receive a 'thankyou' of £30 for attending a one-hour discussion which would be held at a local venue.? ( <b>CIRCLE ONE ONLY</b> )	Routing
		Yes (If yes record details in box below)	1
		No	2
			Continue

(ff)	RECORD RESPONDENT PERSONAL DETAILS FOR PURPOSE OF GROUP DISCUSSION		Routing
	Name:		Continue
	Address:		
	Postcode:		
	Telephone:		

The personal information collected in this survey will only be used by Cambridge and Peterborough Combined Authority, The Research Solution and ITP to identify people interested in participating in a discussion session on local bus services. It will not be disclosed to any further third parties except where the law requires us to do so. The information may be temporarily stored on SNAP Survey during the data collection process. Your personal information will be stored until June 2020. If you would like your information to be removed before then, please email [itpadmin@itpworld.net](mailto:itpadmin@itpworld.net)

## THANK RESPONDENT AND CLOSE

(gg)	DECLARATION – Interview conducted by myself with respondent in accordance with the instructions and the MRS Code of Conduct		Routing
	Name:		
	ID No:		
	Date:		

## Appendix B – Journey type by service

### On Street Survey Results

The most common route travelled for work, shopping and weekend leisure purposes by service number.

Route	Bus route number to work	Bus route number for shopping	Bus route number for leisure activities during weekend
1	16	29	24
2	11	29	23
3	10	20	19
4	7	12	13
5	11	15	20
6	8	12	14
7	7	39	34
8	6	10	8
9	3	5	3
11	32	76	64
12	5	9	8
13	6	8	5
16	1	2	2
18	6	8	6
19		3	
21			1
22			1
26			1
31	3	17	14
33	1	1	3
36	3	5	1
37	3	3	5
46	1	11	3
50		2	5

Route	Bus route number to work	Bus route number for shopping	Bus route number for leisure activities during weekend
55	1		1
56	2	17	10
57		1	1
60		3	4
61	4	33	31
62	1	9	7
63		6	8
64		1	3
66	2	19	16
68		3	4
73	1	3	3
74	1	3	3
75	1	1	
81		1	1
101	2	4	4
102	1	2	2
114		1	1
132		1	1
150		1	
201	1	1	
243	1		2
13A	2	4	3
13x	2	2	2
16A	1		
A	32	76	
B	14	53	
D	6	11	
PR4	1		
X	1		
X12	1		
X13	1		
X13 or 13	1		



Route	Bus route number to work	Bus route number for shopping	Bus route number for leisure activities during weekend
X3	1		
1A		3	
1A	1	1	
3B		1	
7a	1	3	
A/B	1	1	
Citi 5	1		
Citi 7	1		2
D	1		
Guided bus		1	1
Park and ride	1	8	3
q13a	1	1	
QB2a	1		
U	1	1	2
X1	1	14	15
X11	1		
X3	2	4	3
X4	3		4
X5	21	74	80
X8	1	1	
XL	8	27	30
XL1		1	1

## Online Survey Results

The most common route travelled for work, shopping and weekend leisure purposes by service number.

Route	Bus route number to work	Bus route number for shopping	Bus route number for leisure activities during weekend
1	115	66	131
2	51	66	54
3	49	42	82
4	33	56	33
5	35	37	36
6	26	54	35
7	51	46	60
8	25	22	42
9	11	0	17
10	0	2	1
11	29	46	33
12	23	27	19
13	51	63	58
15	10	3	0
18	1	12	9
19	3	3	1
20	2	1	0
21	2	4	2
22	0	0	1
23	25	1	1
24	0	27	0
25	11	0	2
28	2	0	0
30	8	55	49
31	5	79	53

32	1	0	0
33	1	14	9
35	6	18	14
36	1	13	6
37	1	2	1
39	3	10	11
45	0	1	0
46	0	4	0
50	0	1	3
56	2	2	1
61	6	9	6
62	1	8	3
63	10	4	2
65	0	1	0
66	5	21	54
75	1	5	2
101	1	15	21
102	2	5	5
113	0	1	0
114	0	1	0
117	3	0	0
123	0	1	0
125	0	8	0
127	0	1	2
128	0	1	0
150	0	3	1
152	1	0	0
190	0	1	1
201	6	4	5
204	0	1	
205	67	152	97
478	6	5	6

903	0	2	0
13A	12	18	14
7A	1	2	0
16A	1	1	1
1A	2	8	3
46A	1	2	2
A	167	124	132
A2B	2	23	1
B	50	116	108
C	2	0	1
Call Connect	2	4	2
CUH	1	0	0
D	1	89	35
H	3	0	0
R47	3	0	1
P&R	51	250	126
R	25	4	2
Shaws	0	12	0
U	44	23	21
X1	15	0	0
X11	4	0	20
X12	15	0	1
X13	12	5	7
X3	4	7	10
X4	0	19	9
X5	16	9	29
X8	2	9	29
X9	5	14	3
X61	0	0	0
XL	0	0	11
Zipper	0	2	4

## Appendix C – Notes of focus groups

<b>Title</b>	Cambridge Focus Group – Bus users
<b>Date</b>	17/12/2019
<b>Author(s)</b>	Kirsty Whittaker
<b>Project Code</b>	3017
<b>Version</b>	1-2



### Introduction

- 1.1 This note summarises a focus group discussion held in Cambridge with bus users, to understand their views regarding current and future bus service provision.
- 1.2 Attendance at the focus group was voluntary and people were recruited based on the completion of an online survey about bus services. A total of 12 people agreed to take part in the group; 11 people attended on the day. The session was held at Cambridge Central Library on Monday 2<sup>nd</sup> December and facilitated by ITP staff.

### Group introductions

- 1.3 Table 1-1 shows the demographic breakdown of the focus group participants, who were all bus users.

**Table 1-1: Focus group participants**

Participant	Gender	Age range	Bus user/ Non-user	Home location
P1	Male	55 - 64	Bus User	Cherry Hinton (near Cambridge)
P2	Male	18 – 34	Bus User	Cambridge
P3	Female	35 - 54	Bus User	Cambridge
P4	N/A	N/A	N/A	Did not arrive
P5	Female	35 - 54	Bus User	Cambridge
P6	Male	55 – 64	Bus User	Cardinal's Green (near Cambridge)
P7	Female	35 - 54	Bus User	Stapleford (near Cambridge)

Participant	Gender	Age range	Bus user/ Non-user	Home location
P8	Male	55 - 64	Bus User	Soham (near Cambridge)
P9	Male	18 – 34	Bus User	Isleham (near Cambridge)
P10	Male	18 - 34	Bus User	Bar Hill (near Cambridge)
P11	Female	35 - 54	Bus User	Cambourne (near Cambridge)
P12	Male	65+	Bus User	Cambridge

## Existing bus use and provision

- 1.4 As participants arrived, they were encouraged to answer some quick questions on a scale. Generally, it was considered that bus services had not improved in the last few years. When asked how important to their lives the local bus service was, most of the group indicated that it is very important.

### Reliability

- 1.5 The reliability of services was a key issue raised by the group. There was agreement that services were not reliable enough; as a result, passenger numbers were declining.
- 1.6 P1 noted that services weren't just delayed by traffic and that a smarter ticketing system would help solve this issue.

*P1 – “the bus is often very full, and the driver spends a lot of time selling tickets to each passenger, which creates a delay.”*

- 1.7 There was consensus that traffic in Cambridge, particularly at peak times, was a very big problem.



## Time and frequency of services

- 1.8 P8 noted that in Soham the first bus was 6:20am, but then there wasn't another bus until about 8:30am; this was no good for people travelling to work and meant that people used their car.

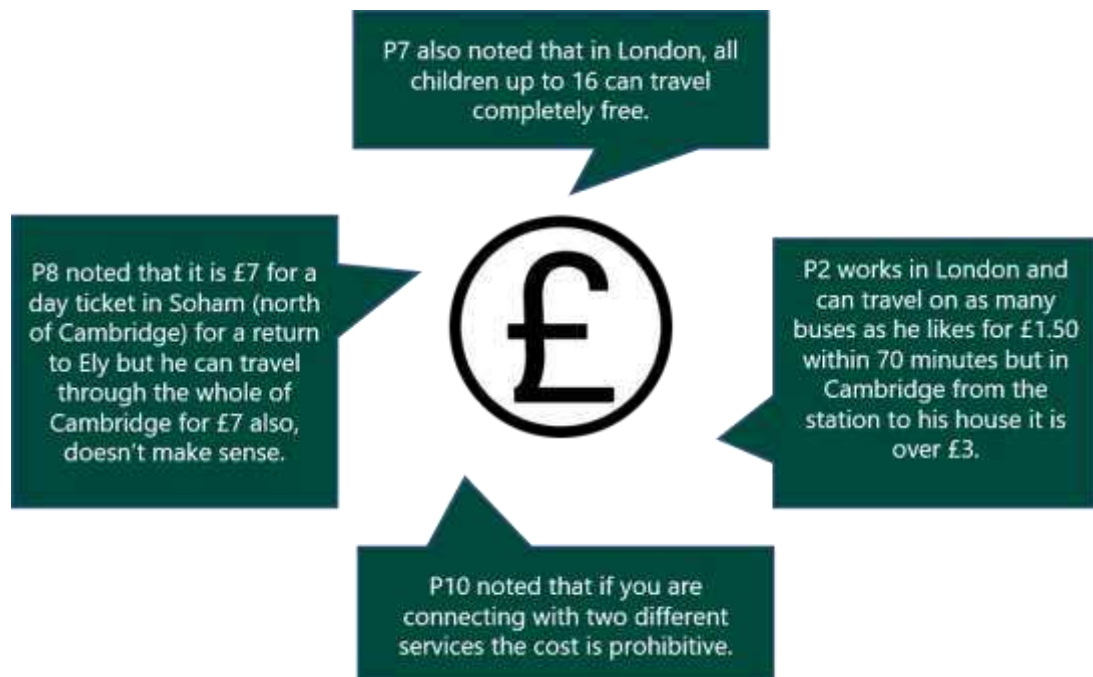
*P5 – "it is more important for me that services are on time and not necessarily the frequency of the services."*

- 1.9 The group agreed that a bus every 10 minutes on city services was preferable. This would help in planning journeys without needing to refer to a timetable; there would never be long to wait.
- 1.10 The group also noted an issue with bus bunching, it is common for two buses to come along at once instead of running separately to schedule.

## Directness / interchange

- 1.11 P10 noted that people face a choice of a 40-minute detour on a bus that goes around all the villages or buying two different tickets to use services from two different operators.
- 1.12 P10 noted an issue with bus services connecting to train stations. From Bar Hill he could go to Cambridge station or Cambridge North. However, bus services weren't frequent enough and don't connect well with train times.
- 1.13 The group suggested that not all buses needed to go into the centre of Cambridge; direct services to peripheral employment sites would be helpful, such as biomedical campus.

## Cost



- 1.14 Cost was a key issue raised by the group, the group also agreed that cost is a barrier for 16 – 18-year olds who must stay in education but can't always afford to travel by bus, instead parents are taking children by car and clogging up the roads.

*"Public transport is not public, it's private" – P7 when discussing that public transport is run for profit and not as a service for the public.*

## Hospital travel

- 1.15 In Cambridge and the surrounding areas, hospital travel was considered important both for people attending appointments and for those working at hospitals.
- 1.16 P5 noted that there were often long queues at Addenbrooke's for bus services. The group agreed that buses could be very busy going to and from the hospital. Equally, buses had problems with other traffic in and around the area.

## Communication

- 1.17 There was a general feeling that communication from operators was poor.
- 1.18 P1 noted that sometimes the live apps can give the impression that the bus has come even though it hasn't.



- 1.19 P7 cited a recent example of known roadworks occurring at the Catholic Church. P7 believes the bus operator should have communicated in advance with the county council and the planners about the road reconfiguration, this would have prevented issues with the bus stop location and the lack of space for cars to get past stationary buses. This issue was eventually resolved, and the bus stop moved further away from the junction. However, this highlights the importance of bus operators liaising with the county council highways team and others.
- 1.20 P9 noted there was a big issue with buses not always turning up in the morning in Fordham and that communication about delays and cancellations was very poor.

## Future bus provision

### Smart ticketing / integrated fares

- 1.21 For future bus provision, the group agreed that one of the most important aspects for them would be to see a smarter ticketing system and integrated fares.

*P2 – “the biggest single issue with the buses is the lack of a single integrated fare.”*

- 1.22 Tracking people’s journeys and tickets purchased correctly was an important issue for the group. For example, if a person bought a day rider ticket, they might make a number of journeys. However, the operator had no knowledge about how the ticket was used and the journeys made. It was felt that smarter ticketing would help give a better understanding of passengers’ journeys and help in the future planning of services.

### Congestion charge

- 1.23 The group were in general agreement that they would be happy to see a congestion charge introduced in Cambridge, if the monies raised were used to fund improvements to public transport services.

### CAM

- 1.24 P12 noted that there might be a danger of the proposed CAM service drawing attention away from bus services.

*P12 - "In London, there are twice as many bus journeys as there are journeys on the underground."*

## Prioritising bus improvements

- 1.25 Participants were asked to take part in a paired comparison exercise, whereby they prioritised each of 11 attributes against each other. The top priorities were:
- Regularity of service
  - Low fares
  - Run frequently
  - The priorities of least concern were as follows:
  - Phone charging points
  - Comfortable/spacious seating
  - Zero emission buses
  - Weekly ticket exercise
- 1.26 When asked a hypothetical question about how much participants would be willing to pay for a weekly bus ticket, if the service entirely met their needs, answers ranged from £5 up to £32.
- 1.27 Some participants noted that they would be happy to pay slightly more for a countywide ticket compared to a ticket for the city and outskirts.
- 1.28 The most common value suggested for a weekly ticket was £15 (with four participants noting that figure).

<b>Title</b>	Cambridge Focus Group – Non-bus users
<b>Date</b>	17/12/2019
<b>Author(s)</b>	Kirsty Whittaker
<b>Project Code</b>	3017
<b>Version</b>	1-1



## Introduction

- 1.1 This note summarises a focus group discussion with non-bus users in the Cambridge area to understand their views regarding local bus services.
- 1.2 Attendance at the focus group was voluntary and people were recruited, based on the completion of an online survey about bus services. A total of 12 people agreed to take part in the discussion group; nine people attended on the day. The focus group session was held at Cambridge Central Library on Monday 2<sup>nd</sup> December and facilitated by ITP staff.

## Group introductions

- 1.3 **Table 1-1** shows the demographic breakdown of focus group participants, which consisted entirely of non-bus users.

**Table 1-2: Focus group participants**

Participant	Gender	Age range	Bus user/ Non-user	Home location
P1	Female	35 - 54	Non-User	Haverhill (near Cambridge)
P2	Male	35 - 54	Non-User	Sutton (near Cambridge)
P3	Female	35 - 54	Non-User	Swavesey (near Cambridge)
P4	N/A	N/A	Non-User	Did not arrive
P5	Female	35 - 54	Non-User	West Cambridge
P6	Female	65+	Non-User	Cambridge
P7	N/A	N/A	Non-User	Did not arrive

Participant	Gender	Age range	Bus user/ Non-user	Home location
P8	Male	35 - 54	Non-User	Cambridge
P9	N/A	N/A	Non-User	Did not arrive
P10	Male	55 - 64	Non-User	Trumpington (near Cambridge)
P11	Male	55 - 64	Non-User	Hilton (near Cambridge)
P12	Male	55 - 64	Non-User	Cottenham (near Cambridge)

## Existing bus use and bus provision

- 1.4 The group had several concerns about bus services, but their main focus appeared to be around reliability, cost, and directness/interchanging services.

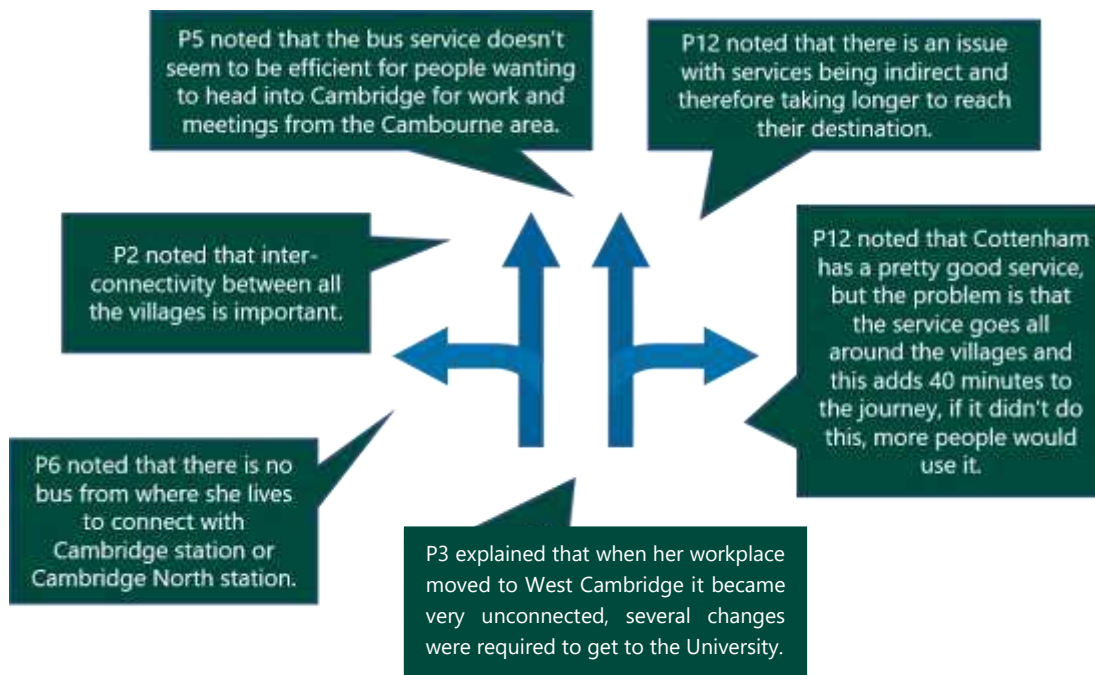
### Reliability

- 1.5 P11 noted that unreliability was a big issue; some of his family members worked at the biomedical campus and drove to the park and ride (P&R) site at Trumpington. However, the P&R was often full and people who park on verges are ticketed. On the way home they must wait for a bus that doesn't always turn up.
- 1.6 P6 noted that delays were an issue with services in Cambridgeshire.
- 1.7 P1 noted that the bus services were expensive and unreliable.

### Time and frequency of services

- 1.8 P11 said that for people to consider using the bus service it would need to get them into Cambridge to start work for 9am. The service would need to run into the evening to get people back home, even from leisure activities.
- 1.9 There was a consensus from the group that timetables needed to run up to 11pm at night at least.
- 1.10 P3 noted that services need to run into the evenings at a greater frequency than at present.

## Directness / interchange



- 1.11 The group also noted that people trying to reach the biomedical campus had to catch a service into Cambridge city centre, but they don't really need to as the campus was on the outskirts.
- 1.12 P5 noted that currently it takes more than one bus to complete a journey, one must buy a ticket for each bus. Being able to transfer between buses on a single ticket would be a great improvement and would reduce the cost of travel, especially when travelling as a family.

## Busway

- 1.13 P2 asked why there was nothing that picked people up from the satellite villages to get to St Ives for connections with the Busway.
- 1.14 P12 noted that prior to the Busway, villages were promised that they would receive feeder services, but this didn't happen.
- 1.15 P3 explained that buses at Swavesey on the Busway in the morning peak are often already full; it could be hard to get on a bus until after 9:30am.
- 1.16 P10 noted that the Busway from Trumpington goes to the biomedical campus and often buses are completely full at the Foster Road stop. Also, because of the detour via the campus there was a lack of a good/fast connecting service from Trumpington to the railway station.

- 1.17 P3 noted that the current busway fare structure imposes an unreasonably high cost for people making short hops in between the towns and villages outside Cambridge.
- 1.18 P6 noted that the guided busway is only for the Shire and does not provide any improvements to the city residents. The guided bus doesn't even stop on Histon Road.

## Cost

- 1.19 P5 noted as soon as people had to pay for parking at park & ride sites, bus usage went down significantly.
- 1.20 P12 noted that the fare would not have to be that cheap for him to consider using the bus.
- 1.21 P5 said to get people who are taking children with them on the bus, the fare needed to be lowered significantly.
- 1.22 P3 noted that the fare structure of services was not good and assumed that everybody wanted to go to Cambridge; it was not flexible for those wanting to travel in-between.
- 1.23 P8 thought people would appreciate buses more when they had a free bus pass.

## Communication



## Miscellaneous

- 1.24 The bus service from villages into Trumpington (it used to continue to the city centre) often had just 4 or 5 passengers and was never full. It would be better to run vehicles only when there was sufficient demand, especially when thinking about environmental concerns.

*P10 - "bonkers to run large buses around which are often empty."*

- 1.25 P12 noted that the current system was service-driven rather than passenger-driven.
- 1.26 P11 felt that services were appalling and totally unusable; there was a focus on Cambridge, and anything further out was not important.
- 1.27 P5 noted there are several bus companies operating in Cambridge and it is tricky to get an overview of how the services fit together. This issue would be improved if it looked like an integrated system with information provided in a consistent format.

## Future Bus Provision

### Funding

- 1.28 P5 made an interesting point about North American cities charging a city tax to help pay for infrastructure/public transport etc. Could there be some sort of tourist tax for people visiting Cambridge?

*P2 when asked how we should fund public transport "there's no free lunch".*

### Technology

- 1.29 P10 considered that one of the biggest issues with public transport was how it was running.

*P10 - "I should be able to look at the computer screen and know when to leave the office for the bus."*

- 1.30 P10 believed people should be buying into an arrival time system, i.e. working backwards, I want to be in Cambridge for xx:xx time therefore the on-demand service will pick you up at xx:xx time.

### Ticketing

- 1.31 P10 explained he would like to be able to tap a credit card or a phone and then have the cost capped at a day rate (as in London).

## Cost

- 1.32 P10 noted that for bus services to be used more frequently they needed to be the cheapest option.
- 1.33 P8 believed the bus service should be very cheap or free.

## Demand responsive transport

- 1.34 P10 asked whether an on-demand service could be run across Cambridgeshire using taxis and minibuses. P10 believed a hybrid between a taxi and a minibus that completed on demand trips and used a sat nav that knew where people needed to be picked up would be a good idea.
- 1.35 P11 noted that through his work with Smart City Cambridge it has been highlighted that students are now booking Ubers instead of taking the bus because it is cheaper.

## Prioritising bus improvements

- 1.36 Participants were asked to take part in a paired comparison exercise, whereby they prioritised each of 11 attributes against each other.
- 1.37 Several attendees did not wish to complete this exercise, one suggesting that it was leading.
- 1.38 One participant did complete the activity. This participant indicated that their top three priorities were:
- Zero emission buses
  - Low fares
  - Run on-time
- 1.39 The priorities of least concern were:
- Operate 24/7
  - Phone charging points
  - Comfortable/spacious seating



<b>Title</b>	Peterborough Focus Group – Bus users
<b>Date</b>	17/12/2019
<b>Author(s)</b>	Kirsty Whittaker
<b>Project Code</b>	3017
<b>Version</b>	1-1



## Introduction

- 1.1 This note summarises a focus group discussion with bus users in Peterborough to understand their views regarding bus services.
- 1.2 Attendance at the focus group was voluntary and people were recruited based on the completion of an online survey about bus services. A total of 13 people agreed to take part in the discussion group and all 13 attended on the day. The focus group was held at Peterborough Town Hall on Tuesday 3<sup>rd</sup> December and facilitated by ITP staff.

## Group introductions

- 1.3 Table 1-1 shows the demographic breakdown of the focus group participants. This focus group comprised of bus users only.

**Table 1-3: Focus group participants**

Participant	Gender	Age range	Bus user/ Non-user	Home location
P1	Male	55 – 64	Bus User	Wittering
P2	Male	35 - 54	Bus User	Wittering
P3	Male	35 – 54	Bus User	Wittering
P4	Female	65+	Bus User	Castor/Ailsworth (near Peterborough)
P5	Female	35 - 54	Bus User	Whittlesey
P6	Male	35 - 54	Bus User	Orton Brimbles (near Peterborough)
P7	Male	65+	Bus User	Alconbury Weston
P8	Female	55 - 64	Bus User	Peakirk

Participant	Gender	Age range	Bus user/ Non-user	Home location
P9	Male	65+	Bus User	Wittering
P10	Male	35 - 54	Bus User	Peterborough
P11	Male	65+	Bus User	Orton Wistow
P12	Male	55 - 64	Bus User	Wansford
P13	Male	65+	Bus User	Southoe

## Existing bus use and provision

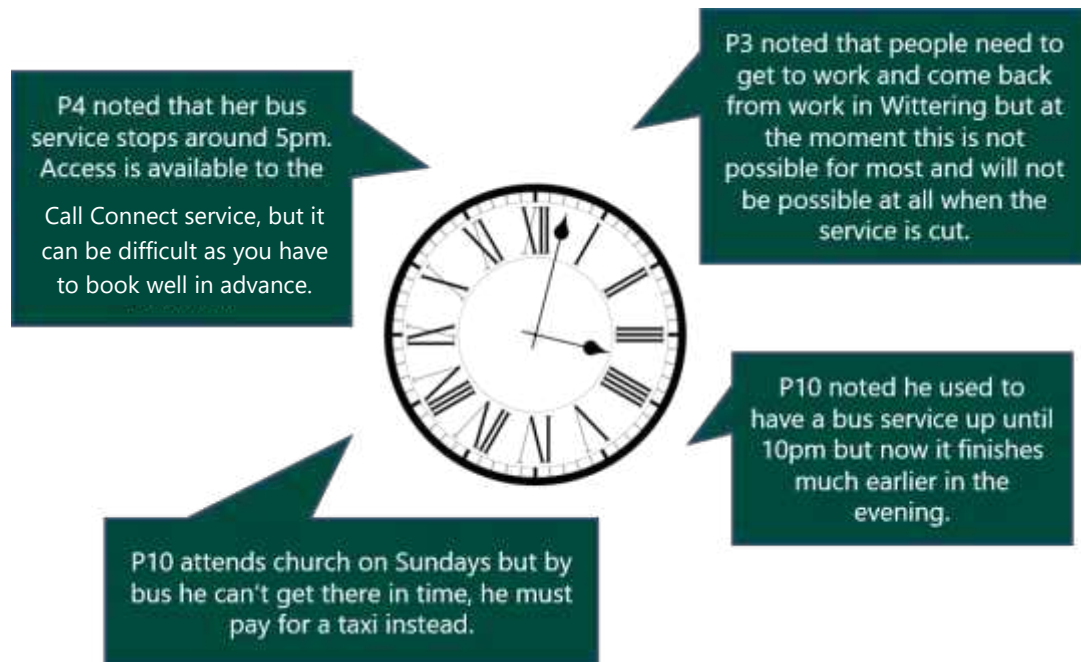
- 1.4 As participants arrived they were asked to answer some quick questions on a scale. During this activity the group was very split on the question "Private cars will no longer be a form of travel in 30 years' time?". Four people selected "greatly disagree" and four people selected "greatly agree" with the remaining participants selecting an answer somewhere in the middle. When asked if bus services had improved over recent years all participants selected "very much disagree".

## Directness

- 1.5 P8 from Peakirk noted she was unhappy with the service and deemed it atrocious. It was expensive and she was unhappy to sit on the bus for two hours. She also noted that some Stagecoach drivers drove erratically.
- 1.6 The group agreed that bus services were elongated / indirect.

*P8 - "Hour from Peakirk all the way round through Werrington, £8 for a return is extortionate. There is a more direct bus on a Wednesday that takes 15 minutes to get into town, this bus is jam packed."*

## Times and Frequency of Service



## Cuts to services

- 1.7 P1 was from Wittering and explained since Delaine's took over services have been cut and the service would end completely on 20th December.
- 1.8 P12 lived in Wansford. He noted that older people were cut off from the high street and youngsters without cars were unable to get to where they needed to go due to the current bus service situation.

*P8 - "a decent bus during the day so we can go and do the shopping would be good."*

## Reliability

- 1.9 P6 lived in Orton Brimbles; as he did not drive he was reliant on buses. He felt that services were unreliable, and he had safety concerns about them.

## Ticketing

- 1.10 P10 noted issues with having to buy two tickets for using different operators.

## Positive notes

- 1.11 P13 noted that between Milton Keynes and Cambridge the X5 service was good and operated every half an hour. However, he had to drive to St Neots to use the bus.

*P13 discussing the X5 route - "Service virtually on time all the time, an excellent service."*

- 1.12 P5 noted a big community feel on the bus, which she and her family enjoyed.
- 1.13 P7 said the local community bus service was good and everybody knew each other.

## Future bus provision

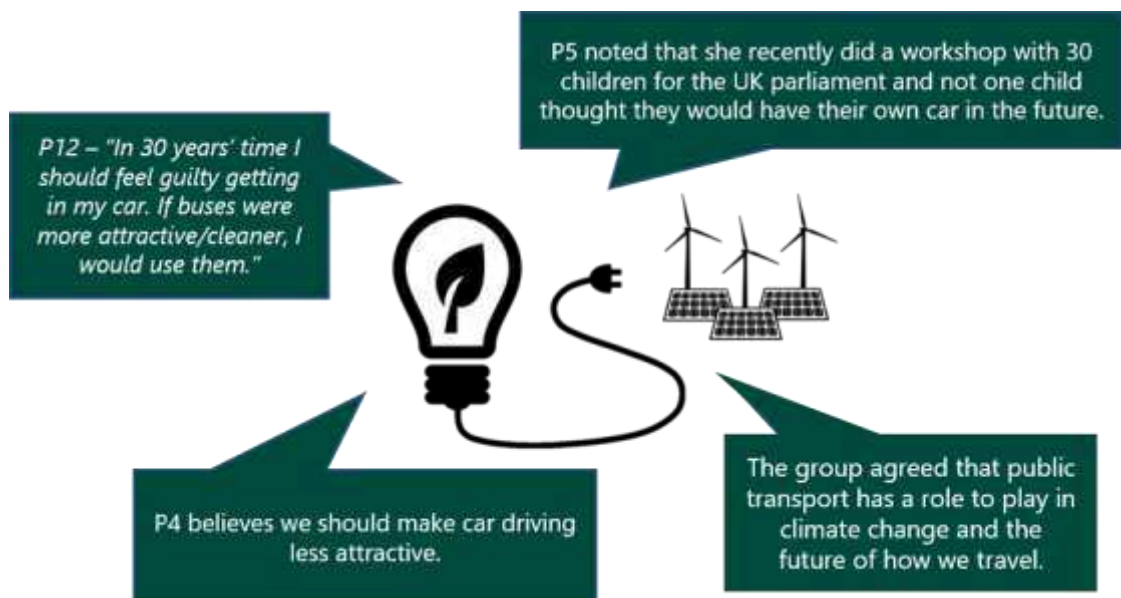
### Maintaining services

- 1.14 For those who lived in Wittering, the most important thing they wanted was for the village to keep a bus service.

### Encouraging modal shift

- 1.15 P12 noted in an ideal world he wouldn't use his car as much - he'd be using an electric bus and a reliable service.

## Sustainability



## Ticketing

- 1.16 P13 noted that he had used buses in Australia, where it was possible to get a two-hour timed ticket for travel any time of the day. After 6pm at night you could request to get off the bus at any point on the route.
- 1.17 P5 noted that the capped price system in London was very good and something that should be considered.
- 1.18 P6 said pricing structures were very confusing and could put people off. P6 used a Switzerland example where there was an integrated ticket system across bus, train and boat.

## Costs

- 1.19 The group noted pricing was a barrier for some younger adults as they don't get paid as much. P5 noted if bus services were free for under 16s, young people would get used to using public transport and be more likely to continue using it as they got older.

## Demand responsive transport (DRT)

- 1.20 P14 noted he liked the idea of an app to call up an on-demand bus service. P4 added that such services would need to be very simple to use.

## Prioritising bus improvements

- 1.21 Participants were asked to take part in a paired comparison exercise, whereby they prioritised each of 11 attributes against each other. The top three priorities were:
- Run frequently
  - Zero emission buses
  - Regularity of service
- 1.22 The priorities of least concern were as follows
- Phone charging points
  - Operate 24/7
  - Journey without having to change bus

## Weekly ticket exercise

- 1.23 When asked a hypothetical question about how much participants would be willing to pay for a weekly bus ticket if the service entirely met their needs, responses ranged from £8 per week up to £50 per week. Popular options were in the region of £10 - £15.

<b>+Title</b>	Peterborough Focus Group – Non-bus users
<b>Date</b>	17/12/2019
<b>Author(s)</b>	Kirsty Whittaker
<b>Project Code</b>	3017
<b>Version</b>	1-1



## Introduction

- 1.1 This note summarises a focus group discussion with non-bus users from the Peterborough area to understand their views regarding local bus services.
- 1.2 Attendance at the focus group was voluntary and people were recruited based on the completion of an online survey about bus services. A total of 12 people agreed to take part in the discussion group, and 11 people attended on the day. The discussion group was held at Peterborough Town Hall on Tuesday 3<sup>rd</sup> December and facilitated by ITP staff.

## Group introductions

- 1.3 **Table 1-1** shows the demographic breakdown of the focus group participants. This group comprised of bus users only.

**Table 1-4: Focus group participants**

Participant	Gender	Age range	Bus user/ Non-user	Home location
P1	Female	35 – 54	Non-User	Peterborough
P2	Female	18 – 34	Non-User	Peterborough
P3	Female	35 – 54	Non-User	Holme
P4	Female	35 – 54	Non-User	Peterborough
P5	Female	55 – 64	Non-User	Werrington
P6	N/A	N/A	Non-User	Did not arrive
P7	Female	35 – 54	Non-User	St Neots

Participant	Gender	Age range	Bus user/ Non-user	Home location
P8	Female	18 – 34	Non-User	Wittering
P9	Female	55 – 64	Non-User	Wittering
P10	Male	55 – 64	Non-User	Wittering
P11	Female	18 – 34	Non-User	Alconbury Weald
P12	Female	Prefer not to say	Non-User	Holme

## Existing bus use and bus provision

- 1.4 As participants arrived, they were encouraged to answer some quick questions on a scale. During this activity the group indicated that they thought buses would be important in overall future transport provision.
- 1.5 When asked what the impact on their lives would be if they had to use buses as their main mode of transport, most of the group suggested their quality of life would be much worse.

## Concerns for village routes

- 1.6 The participants from Wittering were concerned that they were so far away from Peterborough that people did not care about them.

*P10 – “The impression I get is that the villages are out of sight and out of mind.”*

*P9 – “Just because we live in a rural area, doesn’t mean we should get less.”*

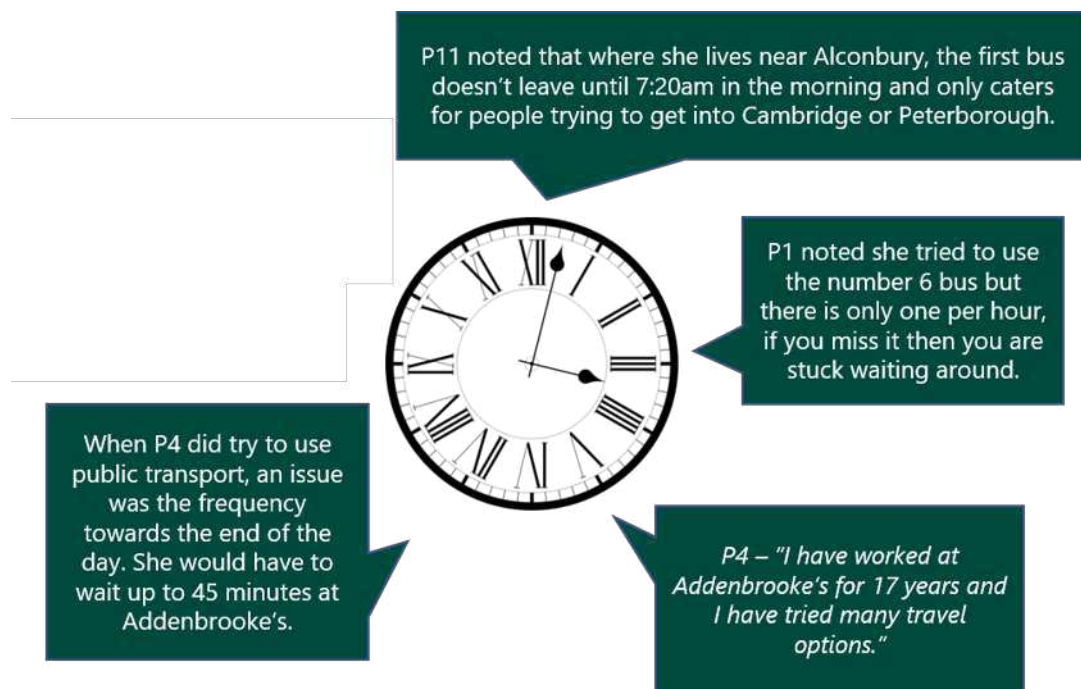
- 1.7 P3 noted that in Holme there was no real service; would it not be possible to extend the existing service from the next village along (Conington)?
- 1.8 P12 noted it was very difficult for teenagers and young adults in Holme as they tried to start work; they had to learn to drive.
- 1.9 P7 noted that there is no bus route between St Neots and Cambourne. St Neots has a lot of amenities that Cambourne do not have and it would be useful for residents of Cambourne to have a bus service that links to St Neots.



- 1.10 P7 believes a bus route linking St Neots and Cambourne would also decrease the number of train commuters using their cars and that several residents work in Cambourne but live in St Neots and vice versa.

## Times and frequency of service

- 1.11 When asked what the most frustrating issues about bus services were, the group suggested frequency of buses.



- 1.12 P8 explained that she had been forced into driving as she used to get the bus; there was one per hour from Wittering and she used to catch it to Stamford. However, since Delaine's took over the service, there was no option to get to work in Stamford in time or to get home.

## Reliability

- 1.13 P4 believed the reliability of services was a problem and links between stations were not very good.
- 1.14 There was consensus that the reliability of services was important and at the moment services weren't very reliable.

## Cost

- 1.15 The group agreed that there was a disparity in fares for people who lived in areas outside of Peterborough and Cambridge. The group noted that fares were much cheaper in the cities.
- 1.16 The group agreed that the current fare structure was poor.
- 1.17 P11 noted that certain people were priced out of using public transport.

## X5 service

- 1.18 P7 noted that local circular services were appreciated by older people.
- 1.19 The X5 was viewed as a very useful service linking Cambridge to Oxford. In St Neots in the peak period, people couldn't always get on the bus and had to wait for the next one.

## Miscellaneous



- 1.20 P4 had tried several times to use the car less and attempted to commute by public transport to Addenbrookes. She noted that she tried to halve her car use by driving to the Busway, but this wasn't viable for parking. She had to drive for 40 minutes, struggle to find a parking space and then sit on the Busway for another 40 minutes, which wasn't a good option.

## Call Connect Service

- 1.21 P10 noted that the Call Connect service had issues. His daughter didn't drive and sometimes rang for the service a week in advance but still couldn't get a space.

## School and college travel

- 1.22 P8 noted that Stamford College had to put a bus service on themselves in order to get the students to campus.

- 1.23 There was a consensus from the group that the price paid for students travelling to compulsory education (16-18) was expensive.

*P12 – “£240 a term to send my daughter to school.”*

## Directness

- 1.24 P5 noted that in North Werrington on the outskirts of Peterborough, the day to day bus services from Werrington should be more direct.

## Safety

- 1.25 P2 was keen to highlight the safety perspective of travelling by bus, particularly when waiting during the winter months in the dark at unlit shelters/stops without CCTV.

## Future bus provision

### Demand responsive transport (DRT)

- 1.26 When discussing the option of DRT, P9 asked “wouldn’t you need a huge fleet?”. P10 felt that DRT might be more expensive than investing in actual bus services.

## Community

- 1.27 P12 noted that buses were operated as a business and not a service. People wanted a service that would help the community.

## Encouraging bus use

- 1.28 P2 believed that in order to encourage people to use the bus, parking should not be cheaper than a day rider ticket.

## Connections and integration

When asked what needed to change or improve for people to use the bus more in the future, P11 noted that there would need to be more frequent services and better integration with rail services.

- 1.29 P11 - “Buses should start earlier to connect in with rail services.”

<b>Title</b>	Ramsey Focus Group – Mixed
<b>Date</b>	17/12/2019
<b>Author(s)</b>	Kirsty Whittaker
<b>Project Code</b>	3017
<b>Version</b>	1



## Introduction

- 1.30 This note summarises a focus group discussion with bus users in Ramsey to understand their views regarding bus services across the Cambridge and Peterborough Combined Authority (CPCA) area.
- 1.31 Attendance at the focus group was voluntary and people were recruited based on the completion of an online survey about bus services. A total of 11 people agreed to take part in the discussion group and all 11 people attended on the day. The discussion group was held at Ramsey Library on Monday 2<sup>nd</sup> December and facilitated by ITP.

## Group Introductions

- 1.32 **Table 1-1** shows the demographic breakdown of the focus group participants. This focus group was a mixed group, containing both bus users and non-bus users. A survey participant was categorised as a non-bus user if they selected “less than once a month” or “never” when asked how frequently they use local bus services.

**Table 1-5: Focus group participants**

Participant	Gender	Age range	Bus User/ Non-User	Home location (Village, Town, City)
P1	Female	Prefer not to say	Bus User	Ramsey
P2	Female	65+	Bus User	Ramsey
P3	Female	18 - 34	Bus User	Bury (near Ramsey)
P4	Female	18 - 34	Bus User	Forty Foot (near Ramsey)
P5	Male	35 – 54	Non-User	Bury (near Ramsey)
P6	Female	55 – 64	Bus User	Ramsey

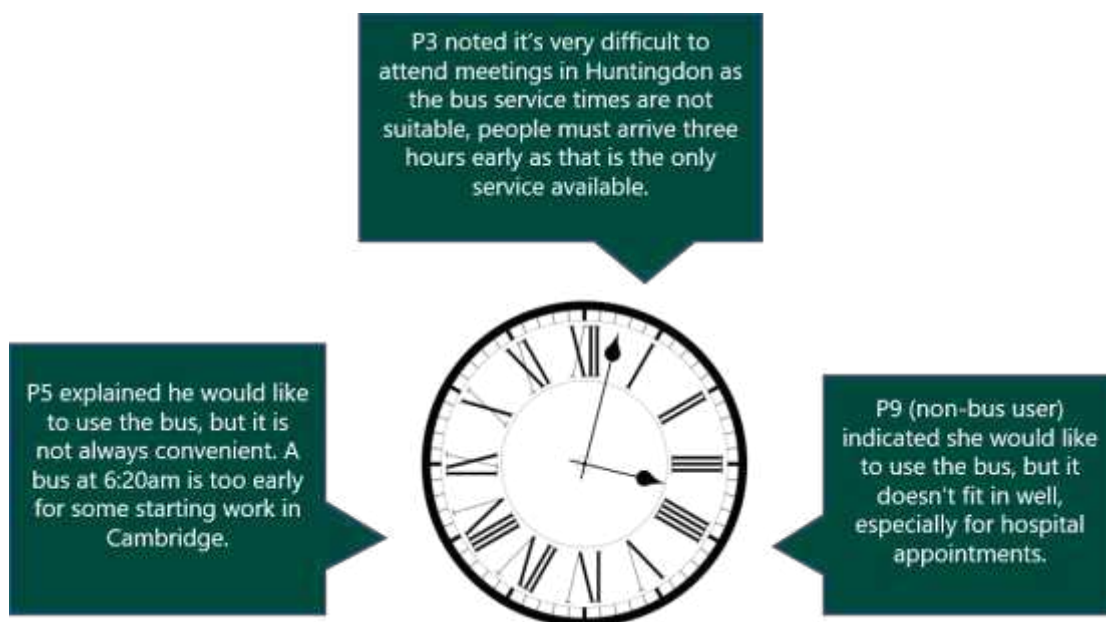
Participant	Gender	Age range	Bus User/ Non-User	Home location (Village, Town, City)
P7	Male	55 – 65	Non-User	Ramsey
P8	Female	18 – 34	Bus User	Ramsey
P9	Female	65+	Non-User	Ramsey
P10	Female	55 – 64	Bus User	Forty Foot (near Ramsey)
P11	Female	65+	Non-User	Forty Foot (near Ramsey)

## Existing Bus Use/Existing Bus Provision

- 1.33 As participants were entering the discussion group, they were encouraged to answer some quick questions on a scale. During this activity there was a consensus from the group that bus services in the area have worsened over the last year. There was a mixed response about the local bus operator and most participants agreed that in 30 years' time cars will be less important, but buses will continue to play a part in the future of transport.
- 1.34 It was agreed by the group that people in Ramsey and the neighbouring villages are totally dependent on the car or taxi services which can often be expensive.
- 1.35 The group felt very strongly that Ramsey is often left out of plans:
- "Ramsey is a town and it should be considered as a hub. – P1"*
- 1.36 The group discussed several issues with local bus services including but not limited to; time, reliability, frequency and directness.

## Times and frequency of service

- 1.37 Several participants at the focus group noted that the times of services do not match up with people's requirements for using the bus service. For example, reaching workplaces in neighbouring areas such as Huntingdon and St Ives is often not possible.



- 1.38 Another significant issue highlighted by the group was the difficulty job seekers face in trying to reach their appointments at their designated job centre. Many of these people are reliant on the bus service and if they are late, they can be sanctioned.

## Hospital Travel

- 1.39 Attending hospital appointments was a significant issue raised by several members of the focus group. P8 noted existing bus services are not suitable for reaching hospital appointments and P10 explained that there are no Sunday services to get to Addenbrooke's Hospital which is one of the main referral options for people in Ramsey.

*"Busway from St Ives is good to get to Addenbrooke's but if you can't get to St Ives it's no good." – P10*

- 1.40 While there is a frustration from the group with traditional bus services and reaching hospital appointments, it was highlighted that the volunteer bureau does complete a lot of hospital trips and they are often inundated with calls. This service is a lifeline.

## Reliability

- 1.41 The group agreed that reliability was a big concern in Ramsey, it was noted by several members of the group that on Monday mornings there have been numerous instances of the bus failing to turn up at all. Services were also deemed to be late on a regular basis.

*"P1 – buses on the Ramsey routes are not good quality and regularly break down."*

## Interchange

- 1.42 It was noted by the group that RAF Wyton is a key interchange site. However, there is a difficulty in reaching RAF Wyton in the first place.
- 1.43 There was a consensus from the group that they do not necessarily have a problem with a requirement to interchange between services, it's the lack of matching up of the timetables and sometimes the issue with having to purchase a different ticket for a different operator that creates the problem.

## Directness

- 1.44 Directness was another key issue raised by the group, P8 noted that bus services create a delay because they travel all around Huntingdon when there are already plenty of buses that serve this area. It was also noted by P4 that the Peterborough bus is shared with Forty Foot and Upwood, switching between which one it serves.

## Community Buses



## Busway

- 1.45 P6 would love to be able to use the bus service, sit on the bus and use the Wi-Fi to get her work done.

*"Different world as soon as you get on the busway" – P6 highlighting the difference between the busway and Ramsey services.*

## Future Bus Provision

- 1.46 There was a consensus from the group that the main areas they would like to access by bus are:
- Huntingdon
  - St Ives
  - Peterborough
- 1.47 When asked what would encourage them to use the bus more in the future, the group agreed that the most important aspect would be improved timetables.

## Demand Responsive Transport (DRT)

- 1.48 A discussion was held around the idea of demand responsive transport (DRT), the group believed this could work for activities that are more regular and planned such as work or shopping. However, this may not work for more spontaneous trips or last-minute doctor's appointments.
- 1.49 The group in general seemed intrigued by the idea of DRT but P8 noted this would depend on how much notice was required to request the service. P1 also made a very good point that Wi-Fi in Ramsey is poor so this could create some difficulties with app-based systems.

## Night-time economy

- 1.50 P5 felt strongly that there should be more bus services in the evenings in future in order to support the night-time economy. It is important for people to be able to reach areas such as St Ives/Huntingdon for leisure purposes in the evenings. This would help encourage P5 as a non-user to use the bus service.



## Frequency

- 1.51 For future provisions, when asked how frequent they would like services to be the group explained that timing of services is more important to them than frequency.



## Prioritising Bus Improvements

- 1.52 As part of the focus group, participants were asked to take part in a priority comparison exercise (an example of this activity can be seen in Appendix D).
- 1.53 After analysing the data, based on the results from the Ramsey participants, the top priorities were:
- Run frequently
  - Run on-time
  - Regularity of service
- 1.54 Priorities of least concern were as follows:
- Operate 24/7
  - Phone charging points
  - Comfortable/spacious seating

## Weekly Ticket Exercise

- 1.55 When asked a hypothetical question about how much participants were willing to pay for a weekly bus ticket if the service entirely met their needs answers ranged from £5 to £30.
- 1.56 The most popular figure placed on the value of a weekly ticket during this exercise was £25 (four participants).

<b>Title</b>	Wisbech Focus Group
<b>Date</b>	17/12/2019
<b>Author(s)</b>	Kirsty Whittaker
<b>Project Code</b>	3017
<b>Version</b>	1-1



## Introduction

- 1.1 This note summarises a focus group discussion in Wisbech to understand and discuss views on local bus services.
- 1.2 Attendance at the focus group was voluntary and people were recruited based on the completion of an online survey about bus services. A total of 11 people agreed to take part in the discussion group; 7 people attended on the day.
- 1.3 This focus group was a mixed group of both bus and non-bus users. A survey participant was categorised as a non-bus user if they selected “less than once a month” or “never” when asked how frequently they use local bus services.
- 1.4 The discussion session was held at Wisbech Library on Tuesday 3<sup>rd</sup> December and facilitated by ITP staff.

## Group introductions

- 1.5 **Table 1-1** shows the demographic breakdown of the focus group participants.

**Table 1-6: Focus group participants**

Participant	Gender	Age range	Bus user/ Non-user	Home location
P1	N/A	N/A	Non-User	Did not arrive.
P2	Male	65+	Non-User	Wisbech
P3	Female	65+	Bus User	Wisbech
P4	Male	65+	Bus User	Elm (near Wisbech)
P5	Female	55 – 64	Bus User	Wisbech

Participant	Gender	Age range	Bus user/ Non-user	Home location
P6	Female	55 - 64	Bus User	Wisbech
P7	N/A	N/A	Bus User	Did not arrive.
P8	N/A	N/A	Bus User	Did not arrive.
P9	N/A	N/A	Bus User	Did not arrive.
P10	Female	65+	Bus User	March
P11	Female	65+	Bus User	Elm (near Wisbech)

- 1.6 Two participants had to leave 10 minutes before the end of the session in order to catch their last bus home.

## Existing bus use and bus provision

- 1.7 As participants arrived, they were asked to respond to some questions and statements on a scale.
- 1.8 They were asked to rate the operator of the bus service that they most often use; responses were split ranging from “very poor” to “excellent”.
- 1.9 When asked if bus services had improved over recent years, most of the group selected “very much disagree”. All the group highlighted that the local bus service is a “very important” aspect of their lives.
- 1.10 The group detailed the range of bus services used. These included: 66, 56, 60, 50, 46 and the XL.

## Reliability

- 1.11 When asked about their biggest frustrations with bus services, there was a consensus that unreliability was the biggest issue. The lack of Sunday services was also highlighted, together with services not properly linking or joining up.
- 1.12 P2 noted that there was an issue for workers trying to travel around using the local bus service. Also, there were several pinch points where traffic was a big issue and caused delays to buses.

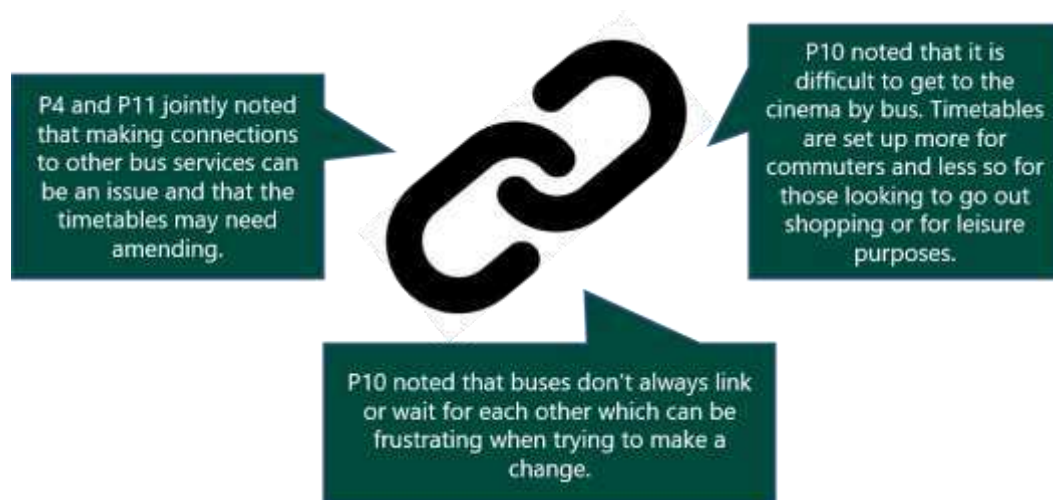
## XL service/Lynxbus

- 1.13 Consensus of the group was that the XL service was very good and generally reliable and on time.

*P11 – “clean & warm buses and reliable, running every half an hour.”*

- 1.14 The group also noted that the Lynxbus services in Kings Lynn were also good.

## Connections



## Frequency

- 1.15 For some participants, the frequency of services was a real issue.

*P5 – “there are buses every half hour from Walsoken but could Gorefield and Leverington be served instead? Would it be possible to stop three or four buses from Walsoken and use them for Gorefield and Leverington instead?”*

- 1.16 It was noted that there was only one bus in the morning from Gorefield to Wisbech; there are no other buses throughout the day.

## Ticketing

- 1.17 The group agreed that ticketing was an issue, with the need for different tickets on services run by different operators. An example given was travel from March to Wisbech, to then use the XL to King's Lynn, then a local bus to reach the hospital.

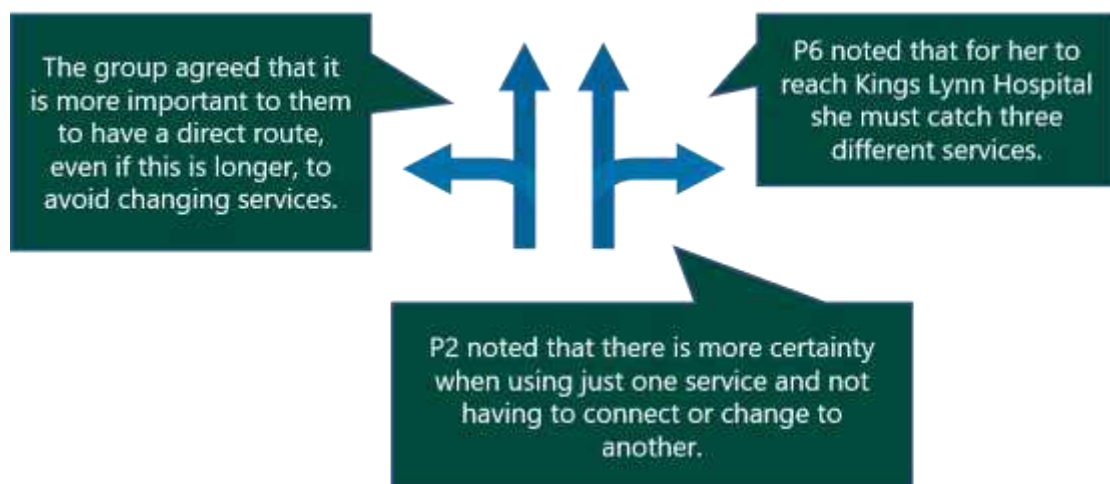
## Shopping and hospital travel

- 1.18 The group noted that Kings Lynn was a key destination for hospital appointments and that many people look to Kings Lynn or Peterborough for shopping purposes.
- 1.19 The group highlighted the lack of a supermarket in the centre of Wisbech, so they are reliant on bus services to reach supermarkets elsewhere in the town.

## Directness

- 1.20 Directness of services was another issue raised. An example was given of the bus between March and Peterborough that spends 25 minutes going around the residential areas of March before heading for Peterborough.

*P10 – “it would be nice if March could be included on the XL service.”*



## Sunday services

- 1.21 Consensus of the group was that a Sunday bus service would be much appreciated. People felt trapped and unable to do anything on a Sunday, particularly those who couldn't drive or walk long distances.

## Communication

- 1.22 The group felt that communication about services from bus operators was not good. It was not possible to find out about problems or breakdowns or action being taken to overcome issues.

## Miscellaneous

- 1.23 There was a general view that the vibrancy and attractiveness of Wisbech had declined over the years, such as the diminishing market. This meant that people needed the bus less, contributing to the decline in bus services.
- 1.24 P3 noted there were sometimes issues on buses with competing demands from wheelchair users and passengers with pushchairs for the accessible spaces. It was difficult for drivers to deal with such situations.
- 1.25 P10 noted that the general lack of bus shelters was an issue.

*P10 – “People are getting soaked waiting for the bus.”*

- 1.26 The group suggested that Stagecoach were now running buses in the Wisbech area from Peterborough. They believed that contributed to poor timekeeping and unreliability.

## Future bus provision

### Electric buses

- 1.27 The group discussed issues around the use of electric buses in the future. Whilst agreed that generally electric vehicles were a good idea, there were concerns about the range of vehicles and their appropriateness in rural areas. P5 noted that it was still necessary to generate enough electricity somewhere. P2 explained that his son drove an electric van, but that it only had a 60-mile range.

### Branding

- 1.28 When asked about service or network branding, the group didn't see that as important compared to having improved levels of service and reliable services.

### Taxis / minibuses

- 1.29 P5 noted that taxis/minibuses linking up with other main services could be good. However, taxis could be difficult for people with wheelchairs, walkers or trolleys.
- 1.30 The group explained there was a Tesco bus, which was part subsidised by Tesco. It was a smaller minibus, which must be cheaper to run; the service was appreciated by those who used it.

## New buses

- 1.31 For longer bus routes, it was felt that Wi-Fi and phone charge points were useful features. For shorter routes, these weren't necessary.
- 1.32 P2 noted that buses currently operating were old and suffered breakdowns, which created problems. Future bus service provision should include newer buses to avoid situations as noted by the group with the 66 bus. The group suggested that when a bus on another route broke down, the operator would often take the bus off service 66 to cover the other route.

## Ticketing

- 1.33 The group agreed that future bus provision should include a better ticketing system.

*"You can't get one ticket that you can use the whole day on all the buses". – P6*



## Appendix D – Paired comparisons

Service improvements	A	B	C	D	E	F	G	H	J	K	L
	Buses run on-time	Buses run frequently	Direct journey	Low fares	Zero emission buses	Comfortable / spacious seating	Phone charging points	Bus stop within 400m of home / destination	Regularity of service	Run 24/7	Journey without having to change bus
A	Buses run on-time										
B	Buses run frequently										
C	Direct journeys										
D	Low fares										
E	Zero emission buses										
F	Comfortable / spacious seating										
G	Phone charging points										
H	Bus stop within 400m of home / destination										
J	Regularity of service										
K	Buses run 24/7										
L	Journey without having to change bus										



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**CAMBRIDGESHIRE & PETERBOROUGH**  
COMBINED AUTHORITY

## **Bus Services Delivery Review:** Vision for Bus

March 2020



# **Bus Services Delivery Review:**

## **Vision for Bus**

March 2020

Produced by:



For:



**CAMBRIDGESHIRE & PETERBOROUGH**  
COMBINED AUTHORITY

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## Project information sheet

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## Notice

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## Executive summary

The bus plays an important part in Cambridgeshire and Peterborough's overall transport system. As the most-used public transport mode, it enables people to get to and from work, shops and to education, health and leisure facilities. As well as providing accessibility for all, buses have wider benefits to society by reducing congestion, improving air quality, enhancing health and well-being and adding value to the economy.

Concerns around climate change, air quality and traffic congestion focus attention on sustainable travel modes including public transport. There is a desire to see improvements in bus services across Cambridgeshire and Peterborough, both on the part of decision-makers and residents. In order to address local challenges and meet the needs of the wider policy context, five main objectives for the bus are as follows:

- 1) **The bus is an attractive mode of travel that competes with the car.** To reverse the decline in bus use, bus travel needs to be attractive, comfortable and convenient for day to day journeys to work, shops, education, healthcare and leisure activities.
- 2) **The bus network supports sustainable growth.** It will seek to provide direct, convenient links to employment centres, help communities access facilities and ensure new housing areas have sustainable travel options. This may discourage car use, helping to reduce traffic congestion and improve travel reliability for all. It will be important for land use planning policies and approaches to new development to support and complement effective bus service provision.
- 3) **The bus helps to protect and enhance the environment.** Low and zero emission buses will contribute to improving air quality and reductions in carbon emissions. Ultimately, attractive travel alternatives to the car may reduce traffic levels and the amount of land given over to the car, offering opportunities to enhance the landscape and public realm.
- 4) **The bus network supports the health and wellbeing of the population.** An extensive, attractive, convenient and reliable bus network would offer opportunities for stress-free, safe travel and more sustainable travel choices. Collective travel provides a sense of community and belonging. It can encourage more physical activity and exercise, as well as providing access to leisure, recreation and healthcare facilities.

- 5) **The bus provides opportunity for all.** A comprehensive bus network would offer high levels of connectedness and accessibility to facilities and services for those who have no alternative and those who choose to use the bus.

## The vision

- 1.1 The Combined Authority's vision for buses is that:

**"Everyone should have the opportunity to travel; their chances in life should not be constrained by the lack of travel facilities open to them."**

- 1.2 Central to this vision will be a bus network that is part of a world class public transport network that gives everybody an integrated travel service with quality information and vehicles.

- 1.3 Key elements of the vision are:

- **Best-in-class:** A high quality network of road-based public transport services that are reliable, frequent, convenient and affordable, and that meet the needs of residents, businesses and visitors. The bus is an attractive mode of travel, which offers a real alternative to the car. The network encompasses all forms of road-based, shared transport including bus, taxi and private hire vehicles, demand responsive transport, community transport and car clubs.
- **Sustainable growth:** The bus network underpins economic and housing growth by connecting people with places and services. It enhances quality of life and supports healthy choices, whilst protecting and enhancing the environment.
- **Opportunity for all:** The bus network provides convenient access to jobs, facilities and services for all, irrespective of income, age, ability, location or access to a car.

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## Appendices

Appendix A	Emerging themes from the evidence
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## 2. Introduction

- 2.1 The bus plays an important part in Cambridgeshire and Peterborough's overall transport system. As the most-used public transport mode, it enables people to get to and from work, shops and education, health and leisure facilities. In addition to providing accessibility for all, buses have wider benefits to society by reducing congestion, improving air quality, enhancing health and well-being and adding value to the economy.<sup>1</sup>
- 2.2 Concerns around climate change, air quality and traffic congestion focus attention on sustainable travel modes, including public transport. There is a desire to see improvements in bus services across Cambridgeshire and Peterborough, both on the part of decision-makers and residents<sup>2</sup>. Recent surveys and consultations highlight significant interest in potential public transport enhancements and measures to support them.
- 2.3 An online survey and on-street market research interviews, conducted towards the end of 2019 with people across Cambridgeshire and Peterborough, showed huge support for bus services, with over 80% of existing bus users and non-bus users supportive of potential improvements to bus services. The most important factor regarding current bus use was reliability of service, followed by its frequency; 65% of bus users cited reliability as their main concern. In terms of potential improvements to bus services, bus users wanted to see greater reliability and less disruption on the road network, more frequent services connecting more places and more co-ordination, with services joining-up better (e.g. service timings and connections and combined fares and tickets). Non-bus users supported a range of improvements, including more frequent services, quicker journey times, more services connecting places, greater integration and good value fares; 23% of non-bus users indicated that there was nothing that would persuade them to use improved bus services.
- 2.4 In summary, people essentially want to see enhanced bus services that are reliable and go more often, more directly, to more places.
- 2.5 With such interest and support, there is an opportunity to develop and promote bus travel and allow the bus to meet its full potential. Already, such aspirations are reflected in the Cambridgeshire and Peterborough Local Transport Plan. These are now

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<sup>1</sup> <https://greenerjourneys.com/wp-content/uploads/2016/10/The-Value-of-the-Bus-to-Society-FINAL.pdf>

<sup>2</sup> Existing Position and Local Insights Technical Notes, ITP

translated into a vision to transform bus services in the coming years as part of an integrated transport system that supports the economy and social fabric of the region.

## The Vision

- 2.6 This document sets out an ambitious vision for bus that will support and shape the development of the Combined Authority's Bus Strategy, including the development and evaluation of business cases for possible future bus delivery models, namely franchising, enhanced partnerships, and advanced quality partnerships, as well as the existing deregulated environment.
- 2.7 The document is structured as follows:
- **Chapter 2** provides an overview of the current situation, and identifies the objectives of the vision, taking account of local policy and aspirations.
  - **Chapter 3** presents the vision and its characteristics, considering what the bus network might look like to users.
  - **Chapter 4** outlines potential bus network specifications, measures and targets.
  - **Chapter 5** looks at the implications of making the vision a reality.
- 2.8 Significant work has been undertaken to draw together evidence for what the future might look like for bus. This has included primary research amongst bus users and non-users, as well as a review of existing and emerging evidence. This work is summarised in three separate technical notes covering the existing position, local insights and wider insights. **Appendix A** summarises the themes that have emerged from the evidence base.

### 3. Context

- 3.1 Buses carry about 30 million passengers per year across Cambridgeshire and Peterborough. Four percent of journeys to work are made by bus<sup>3</sup>.
- 3.2 The bus network is made up of different types of services, including inter-urban, city, park and ride and local provision. This is supplemented by other types of non-public passenger transport such as community transport and dedicated education and health-related transport.
- 3.3 Bus services operate in a deregulated environment, with commercial bus operators determining routes, timetables and fares on services that they consider to be profitable. Local authorities can look to fill gaps in the network, by specifying and financially supporting the provision of additional services. Equally, other organisations may choose to support specific types of services or provide community-based transport. Whilst it is possible for some of the players to collaborate or form partnerships to provide services, overall the picture is of fragmentation, with no overall network planning or co-ordination.
- 3.4 Where provided, the bus can be used by different groups of people, including those who cannot drive, those who choose not to drive, those with no car available and those making journeys where walking or cycling is not possible. As well as its importance in promoting accessibility and social inclusion, the bus has benefits to the economy in respect of supporting employment, the health of high streets and reducing the costs of poor air quality and traffic congestion.
- 3.5 Over the years, bus usage has declined. This is mainly attributable to rising car ownership and use. In England, Department for Transport statistics show that 50% of households owned at least one car in 1970; current levels now stand at about 75%. In 2011, 89% of households in South Cambridgeshire owned a car or van, whilst the figure was 75.1% in Peterborough. Across Cambridgeshire and Peterborough, these figures had grown by between 1 and 2% between 2001 and 2011, apart from in Cambridge City where there was a 2.7% decrease.<sup>4</sup>
- 3.6 Furthermore, as noted by the Local Transport Plan, bus fares have risen faster than the Retail Price Index, "threatening access to the public transport network."<sup>5</sup>

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<sup>3</sup> Strategic Bus Review, SYSTRA, 2018

<sup>4</sup> Census analysis, RAC Foundation, December 2012

<sup>5</sup> Draft Cambridgeshire and Peterborough Local Transport Plan, June 2019

- 3.7 Between 2009 and 2017, bus patronage in Cambridgeshire and Peterborough declined by more than 10%. However, the general decline masks the success of some services, including the Busway and Cambridge Park and Ride. In recent years there have been many challenges on bus services, particularly falling usage, reductions in public funding and rising costs. These all contribute towards worsening levels of service that in turn reduce the attractiveness of buses.
- 3.8 The 2019 Bus Passenger Survey undertaken by Transport Focus<sup>6</sup> indicated that overall satisfaction with bus services in Cambridgeshire and Peterborough was 86%. Whilst this was on a par with counties such as Staffordshire and Worcestershire, it was lower than other authorities where levels were as high as 95%. With regards to value for money, 60% of passengers were satisfied. This was better than some and similar to Kent and Oxfordshire, but worse than places such as Derbyshire (72%) and Nottinghamshire (71%).
- 3.9 In terms of passenger types, commuters were least satisfied in Cambridgeshire and Peterborough.
- 3.10 With regards to bus stops across the area, the provision of information showed the lowest levels of satisfaction.
- 3.11 The Local Transport Plan notes that whilst 58% of the population of Cambridgeshire and Peterborough are within 30 minutes of major employment centres (and a further 25% are within 60 minutes), many rural areas in particular lack direct public transport accessibility or suffer from lengthy journey times that make it difficult for those without a car to access jobs and services elsewhere. In South Cambridgeshire, only 22% of residents are within 30 minutes of walking or public transport access of a town centre.
- 3.12 However, the world doesn't stand still. There is significant housing and employment growth in the region; working patterns and locations are becoming more flexible and diverse; some facilities are increasingly centralised; more activity is moving on-line; society functions 24/7; population continues to get older. These create challenges and opportunities for public transport and the need for the role of the bus to evolve.
- 3.13 Public and stakeholder engagement highlights the various challenges associated with current bus service provision across Cambridgeshire and Peterborough:
- **Unavailable** in terms of routes and different times of the day and week.
  - **Inconvenient** in terms of levels of service and journey time.

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<sup>6</sup> Transport Focus: Autumn 2019 Bus Passenger Survey: <https://www.transportfocus.org.uk/research-publications/publications/bus-passenger-survey-autumn-2019-report/>

- **Unreliable** due to delays and traffic congestion.
  - **Unviable** due to levels of demand and lack of funding.
  - **Inconsistent** due to lack of co-ordination.
- 3.14 Traffic congestion in Cambridge is particularly problematic for buses, causing them to be unreliable. Vehicle tracking data from December 2019 indicates that on routes serving Cambridge city centre, only 79% of buses departed from their origin stop on time.<sup>7</sup>
- 3.15 Across the Combined Authority area, 74% of passengers were satisfied with bus punctuality. This is better than authorities such as Hertfordshire and Essex, but worse than others where satisfaction is as high as 84%. Whilst 81% of passengers were satisfied with the time spent on bus, similar to the result in Oxfordshire and West of England, the figure was worse than many other places.<sup>8</sup>
- 3.16 These challenges will need to be tackled. This vision document starts to consider how the position of the bus might be transformed.

## Policy backdrop

- 3.17 Overarching policies and strategies developed by the Combined Authority and others, such as Greater Cambridge Partnership, already point to improvements in public transport. Plans for the Cambridge Autonomous Metro (CAM) are progressing, services on the Busway have been boosted and new buses introduced, electric buses are being trialled and consideration is being given to new and enhanced bus services to give better travel choice to significant employment areas.
- 3.18 The Local Transport Plan has ambitious targets for people to be able to travel to work within 30 minutes, either by walking, cycling or using public transport. It aspires to improved bus services between towns and cities, also linking rural hubs served by networks of local and demand responsive services.
- 3.19 Overall, the Local Transport Plan aspires to the development of a world-class transport system that supports sustainable growth and provides opportunity for all. This provides a sound basis for the vision for the bus.

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<sup>7</sup> From ticket machine data supplied by Stagecoach and Whippet to CPCA

<sup>8</sup> Transport Focus: Autumn 2019 Bus Passenger Survey: <https://www.transportfocus.org.uk/research-publications/publications/bus-passenger-survey-autumn-2019-report/>

## Objectives

3.20 In order to address the highlighted challenges and meet the needs of the wider policy context, 5 main objectives for the bus are as follows:

- 1) **The bus is an attractive mode of travel that competes with the car.** To reverse the decline in bus use, bus travel needs to be attractive, comfortable and convenient for day to day journeys to work, shops, education, healthcare and leisure activities.
- 2) **The bus network supports sustainable growth.** It will seek to provide direct, convenient links to employment centres, help communities access facilities and ensure new housing areas have sustainable travel options. This may discourage car use, helping to reduce traffic congestion and improve travel reliability for all. It will be important for land use planning policies and approaches to new development to support and complement effective bus service provision.
- 3) **The bus helps to protect and enhance the environment.** Low and zero emission buses will contribute to improving air quality and reductions in carbon emissions. Ultimately, attractive travel alternatives to the car may reduce traffic levels and the amount of land given over to the car, offering opportunities to enhance the landscape and public realm.
- 4) **The bus network supports the health and wellbeing of the population.** An extensive, attractive, convenient and reliable bus network would offer opportunities for stress-free, safe travel and more sustainable travel choices. Collective travel provides a sense of community and belonging. It can encourage more physical activity and exercise, as well as providing access to leisure, recreation and healthcare facilities.
- 5) **The bus provides opportunity for all.** A comprehensive bus network would offer high levels of connectedness and accessibility to facilities and services for those who have no alternative and those who choose to use the bus.

Table 3-1: Bus vision objectives and measurable targets

Objective	Potential measures
<b>Objective 1</b> The bus is an attractive mode of travel that competes with the car.	<ul style="list-style-type: none"> <li>○ Bus mode share compared with car</li> <li>○ Year on year bus patronage growth</li> <li>○ Bus punctuality levels</li> <li>○ Journey time by bus compared with car</li> <li>○ Satisfaction in using the bus</li> </ul>
<b>Objective 2</b> The bus network supports sustainable growth	<ul style="list-style-type: none"> <li>○ Proportion of households able to access employment within 30 minutes</li> <li>○ Level of connectivity by bus with a choice of surrounding destinations</li> <li>○ New housing developments connected into the bus network</li> </ul>
<b>Objective 3</b> The bus network helps to protect and enhance the environment	<ul style="list-style-type: none"> <li>○ Proportion of bus fleet that is very low or zero emission</li> </ul>
<b>Objective 4</b> The bus supports the health and wellbeing of the population	<ul style="list-style-type: none"> <li>○ Proportion of households with access by bus to health and leisure facilities</li> <li>○ Proportion of households with access to regular bus service(s) that operate above minimum levels of provision</li> </ul>
<b>Objective 5</b> The bus provides opportunity for all	<ul style="list-style-type: none"> <li>○ Proportion of households with access to a regular bus service</li> <li>○ Proportion of households served by evening and Sunday buses</li> <li>○ Cost of using the bus in comparison to car</li> <li>○ Rate of increase in bus fares</li> </ul>



## 4. The Vision

4.1 The Combined Authority's vision for buses is that:

**“Everyone should have the opportunity to travel; their chances in life should not be constrained by the lack of travel facilities open to them.”**

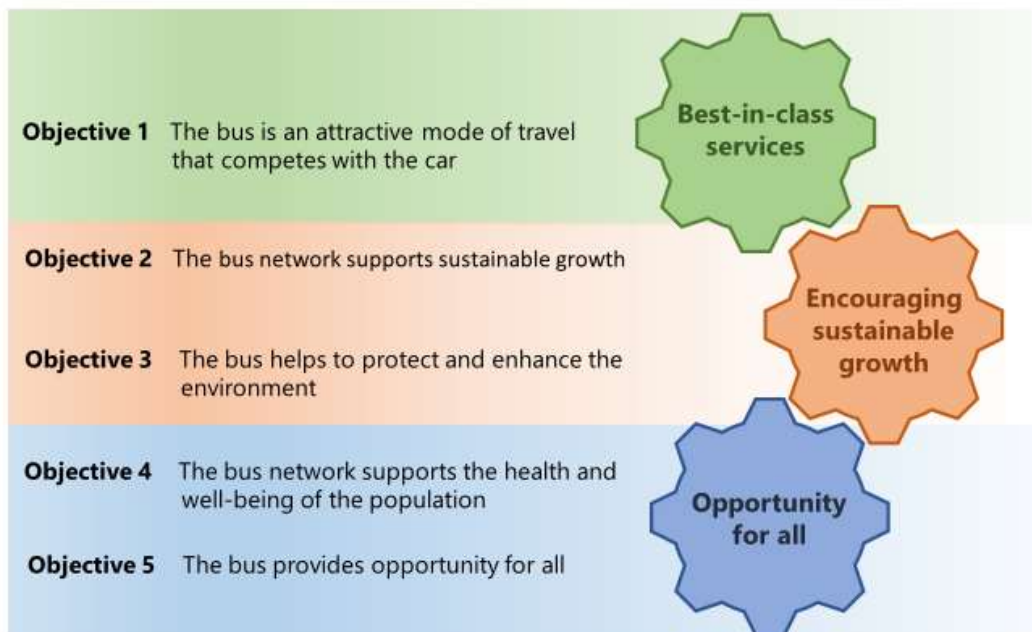
4.2 Central to this vision will be a bus network that is part of a world class public transport network that gives everybody an integrated travel service with quality information and vehicles.

4.3 Key elements of the vision are:

- **Best-in-class:** A high quality network of road-based public transport services that are reliable, frequent, convenient and affordable, and that meet the needs of residents, businesses and visitors. The bus is an attractive mode of travel, which offers a real alternative to the car. The network encompasses all forms of road-based, shared transport including bus, taxi and private hire vehicles, demand responsive transport, community transport and car clubs.
- **Sustainable growth:** The bus network underpins economic and housing growth by connecting people with places and services. It enhances quality of life and supports healthy choices, whilst protecting and enhancing the environment.
- **Opportunity for all:** The bus network provides convenient access to jobs, facilities and services for all, irrespective of income, age, ability, location or access to a car.

4.4 The vision directly responds to the objectives set out in Chapter 2.

Figure 4-1: Bus network vision objectives

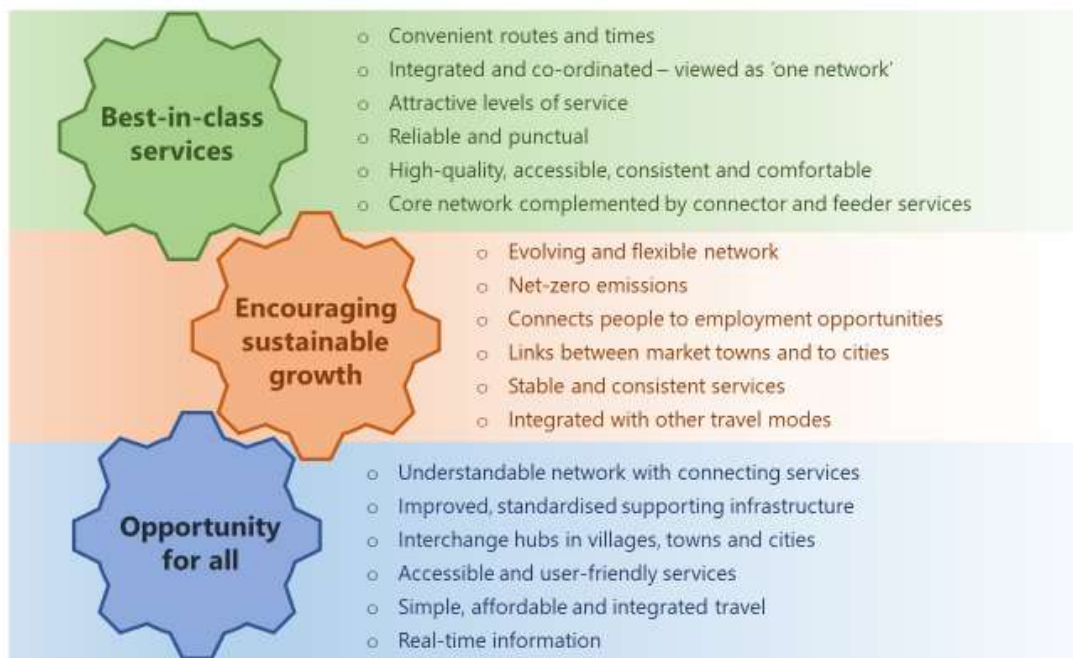


## Characteristics of the future network

- 4.5 For the road-based public transport network to be considered best-in-class, it would aim to display the following characteristics:
- Buses at convenient times to the destinations people want to reach.
  - Co-ordinated routes, services, fares and information, providing seamless travel even with interchange.
  - Sufficiently frequent to be attractive, with journeys throughout the day that offer users flexibility, choice and convenience.
  - Reliable services that are on time, giving confidence to users.
  - Attractive and comfortable service, including high quality vehicles, friendly drivers, pleasant waiting places and readily available and understandable information.
- 4.6 Bus services would support and encourage sustainable growth by:
- Responding to changing land use patterns and the needs of new developments.
  - Moving towards the use of low or zero emission vehicles.

- Offering good connectivity between places, including direct access to larger employment sites.
  - Providing a stable network that offers certainty and gives confidence.
  - Building demand on main corridors to help develop the market for higher capacity mass rapid transit services, where appropriate.
  - Integrating with other travel modes.
- 4.7 Bus services would provide opportunity for all through:
- An understandable network, with clockface timetabling and simple fares structures, that is clearly promoted and easily recognised through branding and comprehensive marketing.
  - High quality and consistent passenger infrastructure, vehicles and customer care.
  - Straightforward interchange at designated points, with easy transfer between services and other modes.
  - Flexible and responsive services that offer travel options where fixed route services are not viable.
  - User-friendly sources of information available through a range of formats and media throughout the journey.

Figure 4-2: Characteristics of the Network Vision



## Future-proofing the vision

- 4.8 The vision avoids defining specific public transport modes and technologies, focusing instead on the core characteristics of the network. This means the vision is not constrained by what we know today, or what we think will happen in the future. Rather it is a network that is flexible and could meet changing needs. Provision and operations would be able to embrace emerging technologies and remain at the forefront of innovation, ensuring that services continue to be world-class.
- 4.9 The main corridors may be operated by road or rail transport, vehicles may be autonomous or driven, they may be provided by CAM or traditional bus. The delivery mode is secondary; the prime concern is that services are fast, frequent, reliable and go where and when people want. Equally, it is important that the bus network is fully integrated with other forms travel modes.

## 5. How the vision might be achieved

- 5.1 Achieving the vision will rely on the development and delivery of significant enhancements to the existing bus network across Cambridgeshire and Peterborough. This chapter considers what this might mean in practice.

### The network

- 5.2 It is likely that Cambridgeshire and Peterborough's bus network would need to develop around two key elements:
- A **core network** of direct and relatively frequent services within and between towns and cities.
  - An **integrated feeder network** of services that link with core services.

### Core network

- 5.3 This would consist of several different service types that together provide the main structure of a comprehensive and attractive public transport network:
- **Local urban services** – Larger urban settlements would have a network of high-quality radial services, connecting the suburbs and neighbourhoods with urban centres and employment, shopping, leisure and health opportunities. These services would offer turn-up-and-go frequencies, high quality bus-stop infrastructure, safe waiting areas and good walking and cycling connections with local residential and employment areas. The services would integrate with the wider bus, coach and rail network at primary interchanges in the urban centres and have consistent and reliable journey times as a result of priority infrastructure.
  - **Orbital services** – In and around larger urban areas, orbital routes would connect communities directly with larger peripheral employment areas or retail and health facilities. Designated hubs would facilitate interchange between orbital and other services.
  - **Inter-urban services** – Towns and cities would be connected by inter-urban, potentially limited stop, services. These would run regularly throughout the day, use direct routes and be operated using high quality and comfortable vehicles. Stops would have high quality infrastructure offering safe and secure places to wait. Services may be recognised through attractive branding. Some of these corridors may benefit from dedicated infrastructure and segregation from other traffic.

- **‘Connector’ services** – These local services would offer direct links between larger villages, market towns and cities. Possibly operating less frequently, they would still offer clockface timetables. Route diversions would be avoided where possible, in order to keep journey times to a minimum.

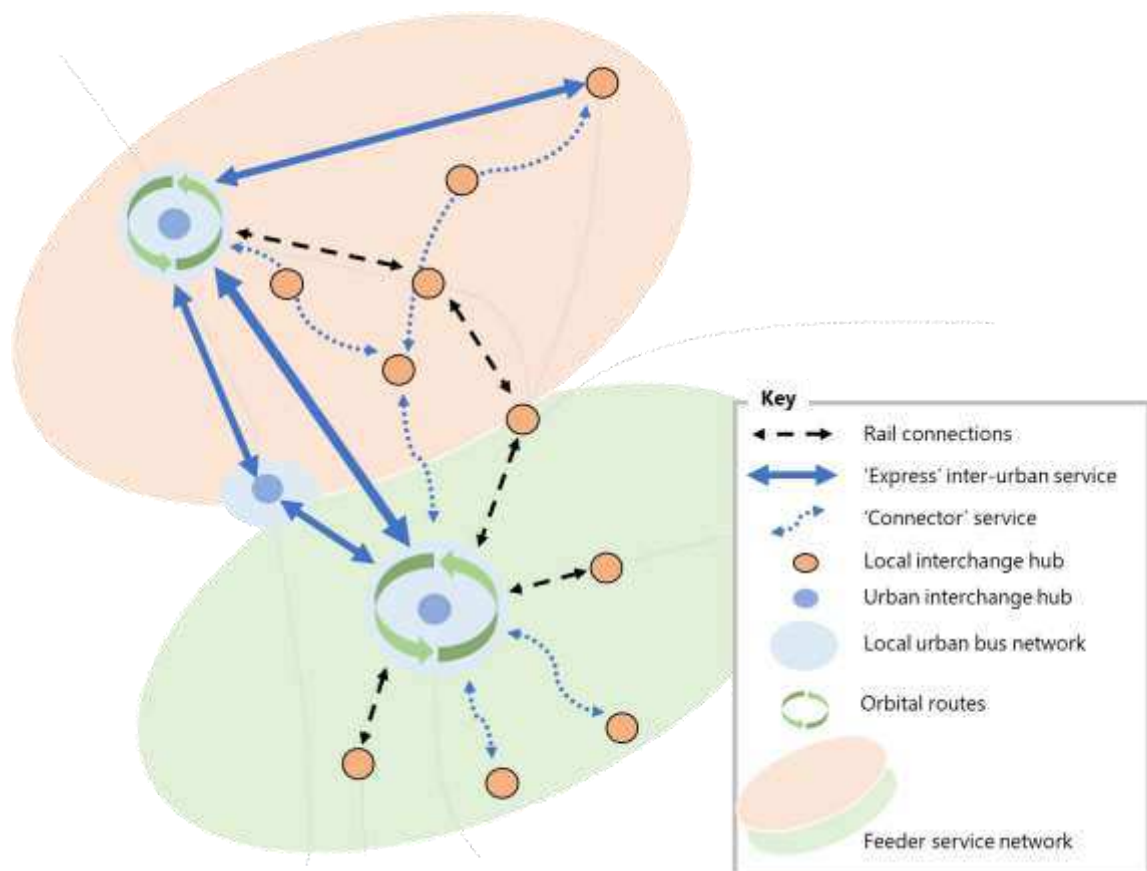
### Feeder network

- 5.4 The core network would be supported by a network of feeder services, connecting more sparse rural areas or isolated urban estates to the core network at designated hubs. Where sufficient demand exists, conventional bus services may be offered. Where demand is more limited or dispersed (in terms of geography or time of day), flexible, responsive transport, or community-based services, may be provided. These services could take various forms, including crowd-sourced or demand-responsive services provided by different types of operators, including taxis and private hire vehicles.
- 5.5 Features of the feeder network would include:
- Fares covering the entire journey, regardless of interchange between different services.
  - Coordinated timetables, with guaranteed connections with core services.
  - Single place to get information about services and fares and to plan and book journeys.

### Shared priority

- 5.6 City and town centres are the focal points for the bus network. Priority measures for buses over other traffic on the main corridors within these areas would be critical to achieving reliable and attractive services. This might be achieved either by reducing the amount of other traffic using the road network or providing segregated infrastructure for buses.
- 5.7 The large number of buses converging on urban centres would require careful consideration of enhanced provision of stops and interchange facilities.

Figure 5-1: Example bus network concept diagram



## Net-zero emissions

- 5.8 Given local and national policy, and the declared climate emergency, the bus network and its supporting infrastructure should aim for net-zero emission and carbon neutral. This would need to include all vehicles; operational infrastructure, including depots and maintenance provision; and supporting infrastructure, including bus stops, interchanges and information provision.

## Integration between modes

- 5.9 Critical to the success of the network would be the integration between modes. Designated hubs would facilitate easy interchange between different bus services, as well as integration with other modes (such as walking, cycling and the car).

## Information and fares

- 5.10 The bus network would need to be underpinned by available, clear and accurate information at all points of the journey (before and during). The latest technologies and systems would be used to collect, collate and distribute information in simple and accessible forms. Clear and relevant branding and service identities would help people recognise different services and aid understanding of the network.
- 5.11 A single point should exist for enquiries, journey planning, booking, and payment. Where possible, off-bus ticketing would reduce boarding times. Fares and ticketing options would need to be flexible and tailored to specific work and life styles, recognising people's different travel patterns. Fares themselves should be simple, affordable and be automatically capped at maximum limits per day or week.

## What it might mean for users

- 5.12 An enhanced bus service network might mean different things for different users. Hypothetical situations to illustrate this are set out in the following table.



	I am a resident	I am a commuter	I am a visitor
<b>From a city</b>	<p>I don't need to look at a timetable, as buses are frequent and go from the end of my road to the city centre.</p> <p>The bus drops me right by the shops; there are fewer cars, so the surroundings are pleasant.</p> <p>Frequent buses home that run until late evening mean that I don't have to keep looking at the time and can stay as long as I want.</p> <p>When I need to travel further afield, timetables are easy to understand; I can use other buses, CAM or train without needing another ticket.</p>	<p>I don't need to think about using a car, as the bus is quick and comfortable, and provides time to relax, read, reflect or work.</p> <p>I don't need to look at a timetable, as buses come every 10 minutes and are reliable. The bus drops me in the city centre, close to my next bus that takes me straight to work.</p> <p>I have a flexible season ticket that means I don't have to travel every day, or on the same route, to benefit from season-pass discounts.</p> <p>Services run frequently and late into the evening, so I don't need to plan ahead if I want to spend the evening in the city.</p>	<p>I get off the train and there are clear directions and information pointing to the appropriate bus service.</p> <p>I feel safe and comfortable waiting for the service, with amenities at the interchange.</p> <p>I use the bus to explore the city, and don't need to worry about how much I travel – I can hop on and off buses knowing the overall fare is capped.</p>
<b>From a market town</b>	<p>My local bus brings me to the town centre; I was able to check it was on time before I left, so didn't have to wait long at the bus stop. The shelter means I can wait comfortably.</p> <p>From the town centre I can get on a service to the city. The buses come at memorable times; they are regular and reliable, so I don't need to keep checking the timetable if I want to stay in town longer.</p> <p>The service to the city is direct, with few stops, so it feels quick. I have one ticket that covers all journeys</p>	<p>From the town centre, I can catch a direct bus to the city. They run early until late, so I can get to and from the office when I choose.</p> <p>The services connect with orbital services on the edge of the city, which means I don't have to go into the city and come out again to get to work.</p> <p>The services are timed to connect, so I don't have to wait long to get my second bus and my ticket means that I don't have to pay again.</p>	<p>From the city train station, I can travel directly to any of the market towns in the area.</p> <p>I don't need a second ticket and the services are direct, fast, regular and every 20 or 30 minutes.</p> <p>There is real-time information at the stops on my return, so I know that services are running on time and when to expect the next one.</p> <p>Buses run from early to late which gives flexibility in how long I can stay.</p> <p>Lit and fitted with CCTV, the shelter is attractive for waiting in comfort and safety.</p>

	I am a resident	I am a commuter	I am a visitor
<b>From a rural area</b>	<p>The village I live in doesn't have a normal bus service. However, I can book to use a minibus service to take me to my nearest town.</p> <p>There are different ways to book and once booked I can track the vehicle online. It picks me up close to my house, and the drivers are friendly and helpful. I am dropped off at my destination. I have booked a return journey, which can be changed if I decide to stay longer.</p>	<p>The demand responsive service runs early and late enough so I can use it to get to and from work.</p> <p>I book the service and it picks me up from my street corner. It takes me directly to the nearest market town, where I connect directly with the bus to the city.</p> <p>Buses are frequent, regular and reliable and I don't need to worry about carrying cash, as I have paid in advance via the app.</p>	<p>Where I am staying doesn't have a normal bus service. However, I can book to use a minibus service to take me into town.</p> <p>I can book and monitor the vehicle online, and it picks me up from the corner up the road.</p> <p>From town, I transfer to the regular, reliable and comfortable inter-city service to take me directly and quickly to the city.</p>

## 6. Potential service specifications

- 6.1 Based on the long-term vision and objectives, this section sets out a notional specification for a bus network that would meet the aspirations of current bus and non-bus users.

**Table 6-1: Specification and targets**

Service aspect	Urban services	Inter-urban services	'Connector' services	Feeder services
Summary	Local network of buses with turn up and go frequency  Orbital Routes connecting to employment sites and other attractors	Direct, limited stop services between large conurbations	Direct services connecting market towns to larger urban centres where no direct rail services are available	Comprising conventional bus and demand responsive options linking to the core network at local mobility hubs and market towns
Operating hours	Monday to Saturday 0600-2300; Sunday 0730-1900 (some additional journeys outside of these times may operate on certain services to meet specific local needs, such as shift patterns)			
Timetable	Local urban services: at least every 10 or 15 minutes during main daytime period  Orbital services: every 15 or 20 minutes during main daytime period	At least every 30 minutes during main daytime period  Departures at regular clockface intervals	At least every 30 minutes during main daytime period (provided that sufficient demand exists)  Departures at regular clockface intervals	Feeder services: at least every 60 minutes during main daytime period  Demand responsive services: available as required  Timetables ensure connections with main routes
Journey time	Within 10% of off-peak running time			
Reliability	>95% punctuality			

Service aspect	Urban services	Inter-urban services	‘Connector’ services	Feeder services
Stops and infrastructure	High quality stops and shelters at boarding points  Real time information (RTI) at hubs, interchange points and main bus stops	Limited stop service – key stops with shelters, seating, RTI and CCTV. Off-bus ticketing options	Shelters and waiting facilities, RTI and CCTV in market towns.  High quality stops with timetable information	Development of ‘virtual stop’ network for demand responsive services.  High quality stops, shelters and timetable information at village locations and hubs
Interchange	Central multi-modal interchange and focus for the network - including coach, taxi, rail and sustainable modes.  Interchange between urban, inter-urban and connector bus services  Enhanced facilities including toilets, refreshments, cycle storage, click and collect		Development of market town interchange hubs, linked with other sustainable modes  Facilities including toilets, cycle storage, click and collect	
Vehicles	High quality; net-zero emissions; vehicle types depending on demand and type of service			
Accessibility	Network planned holistically, including clear and accessible walking and cycling routes to and from stops. Vehicles fully accessible to all  Comprehensive demand responsive network that is fully accessible and door-to-door for those with limited mobility			
Fares and ticketing	Range of fares and ticketing options that cater for different needs and work patterns  Off-bus or capped contactless payment to minimise boarding times			
Information	Clear and relevant branding and service identity. A single point for users to access all information, plan journeys, book services and access payment options, utilising latest technology and devices that ensure it is accessible to all.			

## 7. Implications

- 7.1 The vision for bus is bold and, if achieved, would represent a transformation of the bus network across Cambridgeshire and Peterborough. However, achievement of the vision in full would require some marked changes in how public transport is prioritised, supported and delivered.
- 7.2 Three critical elements to the success of the vision would be:
- **Funding** - Additional funding (capital and revenue) would be required, even if the authority maximised cross-subsidy opportunities. In the short term there would be a funding shortfall, whilst patronage caught up with investment.
  - **Land use planning** – Local Plans would need to be supportive of public transport. Equally, public transport should be at the heart of land use planning and processes, with development focused on locations where high levels of access by sustainable travel modes could be assured. New housing developments would need to be provided with bus services from an early stage of occupation.
  - **Political and policy support** – Provision of an enhanced, reliable bus network would require more road space and priority being given to buses. Measures to change the relative attractiveness of the car and bus will be necessary. Political boldness would be necessary to introduce that change of balance in favour of the bus.
- 7.3 Clear roles and responsibilities for delivering such an enhanced network would need to be defined. These may differ according to the operating model and environment that might ultimately be used to take forward the development of the bus network.

### Other future considerations

- 7.4 The scoping and research identified several other implications of developing an enhanced bus network that would need to be considered. These are listed below and will form part of the 5-case business model assessment being used to look at different potential bus delivery mechanisms. These include:
- **Implications of additional buses** – Network enhancements will require more buses. Driver recruitment and training; land for new depots (and location); development and ownership of depots; shared resources; and state aid implications need to be considered.

- **Implications of better buses** – Cost of updating the fleet; timescales and availability of vehicles from manufacturers; infrastructure (such as electric vehicle charging); development of existing sub-stations; willingness and openness from operators and; risks associated with new-technologies.
- **Accelerated housing delivery and the planning process** – Integration of bus services into new development (at an early stage); car parking provision; underlying design and planning principles and the impact/requirement they have on the bus network; and opportunity for funding and contribution.
- **Increase in economic activity** – Changing requirement of future jobs; implications of flexible/alternative working arrangements on patronage; and the shape of the future bus network, location, design and development on new employment hubs and how they are served by the bus.
- **Knowledge and resource** – Availability of network planning and technical expertise within the CPCA; increased administrative burdens; and TUPE implications of changed delivery mechanisms with staff transferring between organisations.
- **Income generation** – Balance between affordable and attractive fares and sustainable revenue; public acceptance of different revenue-generating mechanisms; and implication of revenue shortfall from chosen charging regime.
- **Accessibility** – Impact of reducing or removing access by car on those with mobility issues; sustaining and funding non-commercial routes; and the role of different types of operator within the network of services.
- **Integration** - difficulties in agreeing and co-ordinating a multi-operator ticket that meets Competition and Markets Authority requirements; integrating or co-ordinating back office systems and administration; responsibility for managing and maintaining shared resources; and shared costs/benefits between operators and local authority.

# Appendix A

## Emerging themes from the evidence

Theme	Key Points	Local policy and review	On-street research	Online survey	Focus groups	Wider insights
Vision	There is strong support for developing a 'transformational' transport system <sup>1</sup> and developing a World-class transport network <sup>2</sup> . Over 80% of public responses were supportive of improvements to local bus services <sup>4,5</sup>	👍	👍	👍	👍	👍
Network	<b>Connecting to employment:</b> The bus network needs to support, and encourage, growth in economic activity through improved access to employment opportunities, especially at peak times. <sup>1,3</sup> Orbital routes are needed to connect the outlying employment opportunities in large towns and cities. <sup>1</sup> Radial services should be enhanced <sup>2</sup> and residents should have access to employment opportunities within 30min. <sup>3</sup> The most common journeys taken 'often' by bus-users in the online survey are for work purposes. <sup>5</sup>	👍		👍		👍
	<b>Connecting market towns:</b> The bus network needs to be expanded to support and encourage the regeneration of market towns through better connectivity. <sup>3</sup> Market towns and cities need to be connected through direct bus services. <sup>4,6</sup>	👍	👍	👍	👍	
	<b>Improving service frequency:</b> Improvements to bus service frequency seen as a key factor for developing a 'transformational' system. <sup>1,3</sup> It was consistently in the top three priorities for improving bus services in the public consultation. <sup>4,5,6</sup> Service frequencies should be consistent, with a minimum service frequency depending on route type and area. <sup>2</sup> In areas with high enough demand the network needs to evolve to have a turn-up-and go frequency. <sup>2</sup>	👍	👍	👍	👍	👍
	<b>Removing barriers to use:</b> Faster and cheaper journey times by car were stated in the on-street survey as the main reasons for not travelling on local bus services. <sup>4</sup> However, problems with the bus network were more often cited as a barrier to travel by non-users in the online survey. <sup>5</sup> The majority of responses from both users and non-users suggested they would travel more on the bus should their chosen improvements be implemented. <sup>4,5</sup>		👍	👍		👍

	<b>Flexible Modes:</b> Demand Responsive Transport (DRT) and flexible options are needed for rural areas, linking to the wider network at key hubs. <sup>3,6</sup>	👍			👍	
	<b>Journey time and directness:</b> improvements to journey time is another key priority for developing the bus network in CPCA. Tackling congestion will have the greatest impact on journey time <sup>1,6,7</sup> either through prioritising road space, segregating public transport or removing cars from urban centres. Journey times from market towns to cities need to be improved through the development of more direct bus services. <sup>4,6</sup> Journey times on some of the busiest bus routes are hampered by extended boarding times due to on-bus ticketing and payment. <sup>6</sup>	👍			👍	👍
Funding	<b>Charging for car use:</b> There is an openness to charging measures to reduce dependency on the private car. A pollution charge and flexible charging for road use were the highest ranked ideas. <sup>1</sup> Workplace parking levies and non-transport related taxes (such as a tourism tax) were identified in the focus groups as reasonable measures. <sup>6</sup> There was recognition that good public transport needs to be in place before charging is introduced. <sup>1</sup>	👍			👍	
Fares	<b>Lower fares:</b> Would improve the attractiveness of services. <sup>1</sup> Cost of fares was consistently in the top three priorities for improving bus services in the public consultation. <sup>4,5</sup> High fares outside urban areas means that shorter journeys from rural areas are relatively expensive. <sup>6</sup> Both users and non-users suggested they would travel more frequently if systems were improved. However, there was no consensus as to whether they would be willing to pay higher fares for enhanced services. <sup>4,5</sup>	👍	👍	👍	👍	👍
Reliability	<b>Reliability:</b> Improved bus service reliability was seen as key to an attractive bus network. <sup>1</sup> It was consistently in the top three priorities for improving bus services. <sup>4,5,6</sup> In most urban areas, congestion impacts reliability and limits the opportunity for cross-city routes to be provided. <sup>2</sup> More bus priority is needed to improve reliability, and general traffic levels need to be reduced. <sup>2</sup>	👍	👍	👍	👍	👍
Integration	<b>Park and Ride:</b> These services should be integrated into the wider bus network, rather than operate as free-standing services. <sup>2</sup>	👍				
	<b>Integrated ticketing:</b> Provision of integrated tickets for use across all bus and train services, <sup>4,6</sup> including smartcard ticketing options. <sup>6</sup>		👍		👍	👍
	<b>Integration of services and interchange:</b> The network should be integrated, <sup>3</sup> with better interchange and coordinated / connecting timetables, particularly in rural areas. <sup>6</sup>	👍			👍	
	<b>Future proofing:</b> There needs to be integration between current and future modes, including CAM. <sup>2</sup>	👍				



Information	Different sources of online and app-based information and real time information are not clear or consistent at the moment. <sup>6</sup>				👍	
Vehicles	<b>Towards zero emissions:</b> More use of alternative fuels. <sup>3</sup>	👍				
	<b>New technologies:</b> Although policy encourages the development of new technologies, including autonomous vehicles, <sup>3</sup> the public were less supportive of innovations such as driverless shuttles. <sup>4,5</sup>	👍	👎	👎		
Policy	Travel is a means to an end. A bus network's success will be influenced by wider policy. Of significance are the following: <ul style="list-style-type: none"> <li>Relationship of land-use policy and transport policy</li> <li>Road space reallocation (to sustainable modes)</li> <li>Car parking management and pricing policies</li> </ul>					👍
Delivery	For successful delivery, it is important that the geographical scope and scale of the schemes are defined – including how cross-boundary services will operate. <sup>6</sup> Several delivery options are available. It might be possible and appropriate to introduce a mix of different models, depending on the needs and characteristics of different parts of the area. <sup>6</sup> It will be important to decide whether revised measures and potential operating models would be rolled out gradually or in one go. <sup>6</sup> Consideration needs to be given to potential funding sources to provide an enhanced network, be that kick-start or on-going financial support. Additional funding and maximising cross-subsidy will be vital to the development of an enhanced network. <sup>6</sup> On-going subsidy is likely to be needed to maintain enhancements beyond the cities and main inter-urban routes. Equally, in the short term, there will be a general requirement for subsidy, as patronage increases and revenue growth lag behind investment and service enhancements. New technologies, increased availability of alternative fuels and future changes to national transport taxation may all affect how people travel.					👍

1 Choices for Better Journeys: survey results (2019)

2 CPCA Strategic Bus Review: Options Report (2019)

3 CPCA Draft Local Transport Plan (2019)

4 Online and on-street surveys (2019)

5 Focus groups (2019)

6 ITP Wider Insights Report (2020)



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<b>TRANSPORT AND INFRASTRUCTURE COMMITTEE</b>	<b>AGENDA ITEM No: 2.5</b>
<b>29 April 2020</b>	<b>PUBLIC REPORT</b>

## **COLDHAMS LANE ROUNDABOUT PROGRESS REPORT**

### **1.0 PURPOSE**

- 1.1. This report summarises the additional work completed on the Coldhams Lane Roundabout project since the January 2020 Transport and Infrastructure Committee (T&IC) and outlines a revised programme to consultation and then to construction.

<b><u>DECISION REQUIRED</u></b>	
<b>Lead Member:</b>	<b>James Palmer, Mayor</b>
<b>Lead Officer:</b>	<b>Paul Raynes, Director of Delivery &amp; Strategy</b>
<b>Forward Plan Ref: N/A</b>	<b>Key Decision: No</b>
<p>The Transport and Infrastructure Committee is recommended to:</p> <p>(a) Note this progress report and the updated programme to consultation and then to construction;</p> <p>(b) Comment on the emerging value engineered Coldhams Lane Roundabout proposals which are variants to the options presented in January 2020 Transport and Infrastructure Committee.</p>	<p><b>Voting arrangements</b></p> <p>Simple majority of all Members</p>

### **2.0 BACKGROUND**

- 2.1. Coldhams Lane Roundabout was approved for inclusion in the Transport Programme at the October 2017 Combined Authority Board and then again at the March 2018 Combined Authority Board. Cambridgeshire County Council took forward the study to establish the issues and find a solution.
- 2.2. The study location is a roundabout of significance in North-west Cambridge, connecting; Coldhams Lane, Brooks Road and Barnwell Road. A number of challenges create congestion and safety concerns.
- 2.3. The main drivers for the project are:

- (a) to improve safety for all road users;
- (b) to provide an improved environment for pedestrians / cyclists;
- (c) without having an adverse effect on traffic flows.

2.4. The key aims for the project will be to implement a scheme that:

- Reduces accidents and improves use of the roundabout for both pedestrians and cyclists;
- Provides safer, direct and more convenient routes for cycling and walking;
- Improves access to employment areas, retail sites, green spaces, schools, leisure facilities and residential centres;
- Positively impacts on bus journey times;
- Positively impacts on motor traffic journey times; and
- Enhances the environment, streetscape and air quality.

### 3.0 PROGRESS TO DATE

- 3.1. Since the January Transport and Infrastructure Committee further investigation on costs and designs were completed with Cambridgeshire County Council. It was recognised that the costs presented in the January Committee paper only represented the cost estimate without risk and assumptions. Subsequent work has been undertaken providing full out-turn cost for construction. The full costs once calculated were above the allocation in the Medium-Term Financial Plan (MTFP).
- 3.2. Further discussions have been held with Cambridgeshire County Council and the design team to provide alternative set of options that still meet the project aims and objectives but ultimately within the MTFP budget. The emerging options are provided in **Appendix 1** for the revised design.

### 4.0 NEXT STEPS

- 4.1. Cambridgeshire County Council will continue engagement with key stakeholders and internal partners such as Road Safety, Traffic Signals, Bus Operator and City Council Officers whilst the design options are progressed as well as secure ground penetrating surveys to provide further cost certainty.
- 4.2. Public consultation will take place in the summer; this will use innovative digital methods to overcome any barriers still presented at that point by the Covid-19 lockdown. Following public consultation:
- (a) further analysis of the potential design interventions will be carried out;
  - (b) resulting in a final preferred design option which will establish a cost benefit ratio, and revised construction programme and costs;
  - (c) the business case for delivery of a final preferred option will then be submitted to the Committee at the earliest opportunity, for approval for the detailed design and construction phase funding.
- 4.3. The timetable is to complete consultation, option selection and design by mid-2020 with construction complete by mid-2021.

## **5.0 FINANCIAL IMPLICATIONS**

- 5.1. The budget for the current design phase is £600,000. The budget for construction is approximately £2.2 million but 'subject to approval' by the Combined Authority Board. In addition, £200,000 is being sought through a Section 106 contribution.
- 5.2. The expectation of Cambridgeshire County Council and the design team is to produce a design solution that meets the overall objectives plus the full out-turn costs are within the budget of £2.2 million. The final budget will require Combined Authority Board approval.
- 5.3. A revised value for money assessment will be produced to reflect the updated cost estimates once these are made available.

## **6.0 LEGAL IMPLICATIONS**

- 6.1. This Transport and Infrastructure Committee meeting shall be conducted in accordance with Parts 2 and 3 of the Local Authorities and Police and Crime Panels (Coronavirus)(Flexibility of Local Authority and Police and Crime Panel Meetings)(England and Wales) Regulations 2020 (SI 2020 No.392).

## **7.0 SIGNIFICANT IMPLICATIONS**

- 7.1. None

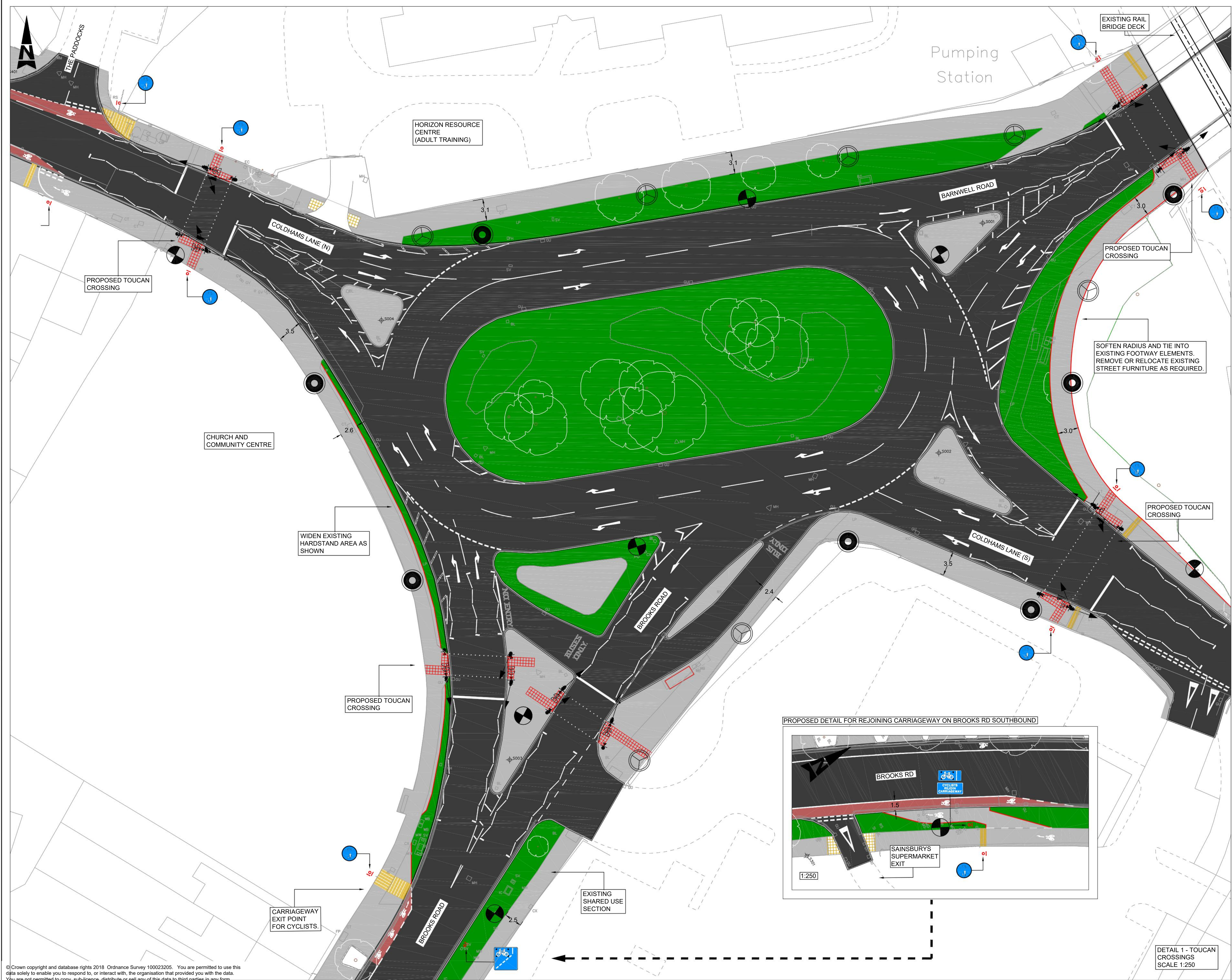
## **8.0 APPENDICES**

- 8.1. Appendix 1 – Updated Options for Coldhams Lane Roundabout

<b><u>Source Documents</u></b>	<b><u>Location</u></b>
1: March 2018 Combined Authority Board Paper  2: 09 January 2020 Transport Infrastructure Committee Report	1: <a href="#">CA Board Report March 2018</a>  2: <a href="#">CA Transport and Infrastructure Committee Report – January 2020</a>







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  - CYCLE LANE
  - DENOTES ALTERATION TO FOOTWAY EDGINGS, KERBLINES OR INSTALLATION OF NEW.
  - RED COLOURED TACTILE PAVING FOR SIGNALLED CROSSING
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CLIENT DISCUSSION

Project Name

COLDHAMS LANE ROUNDABOUT

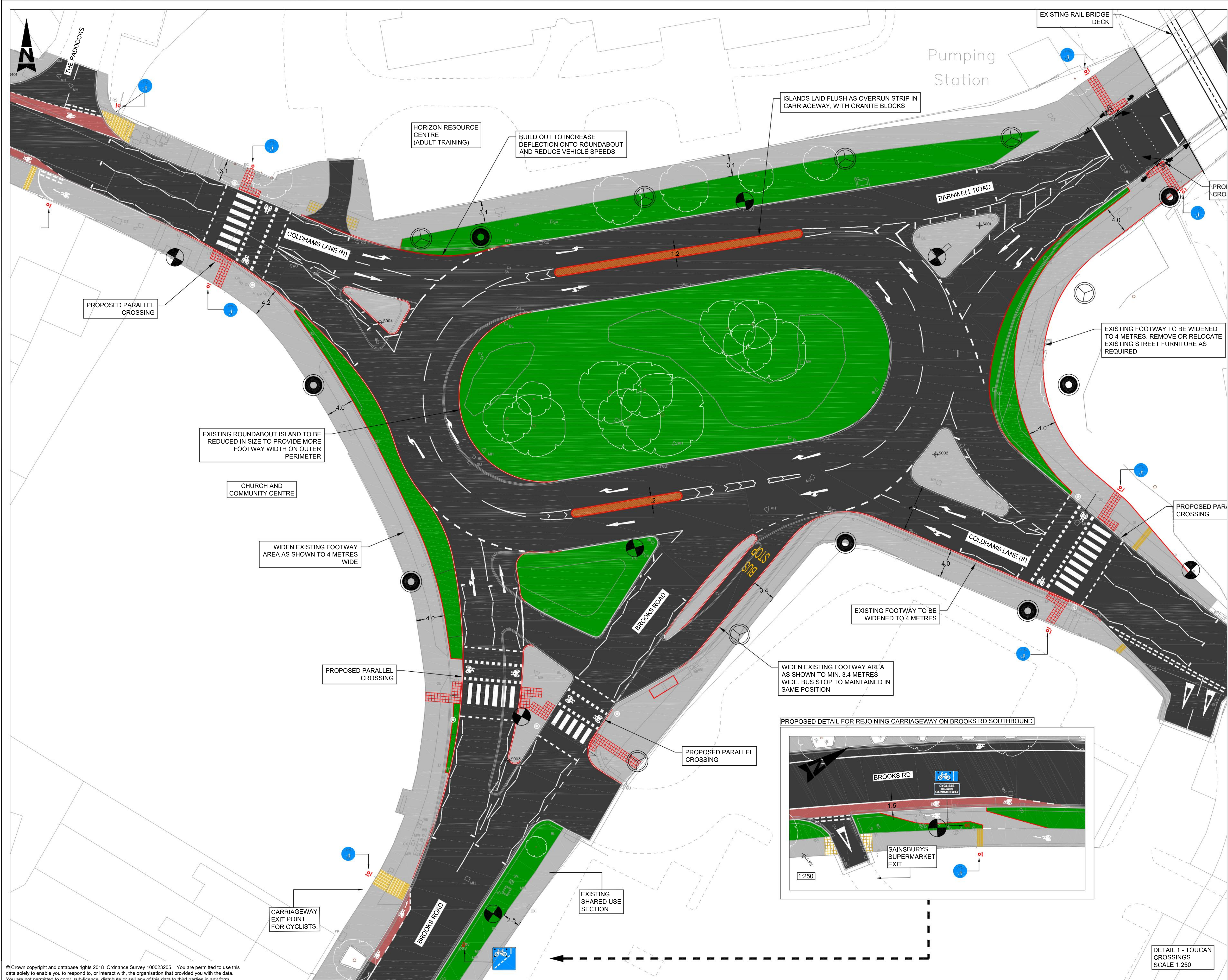
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EXISTING RBOUT WITH TOUCAN CROSSING FACILITIES OPTION A1

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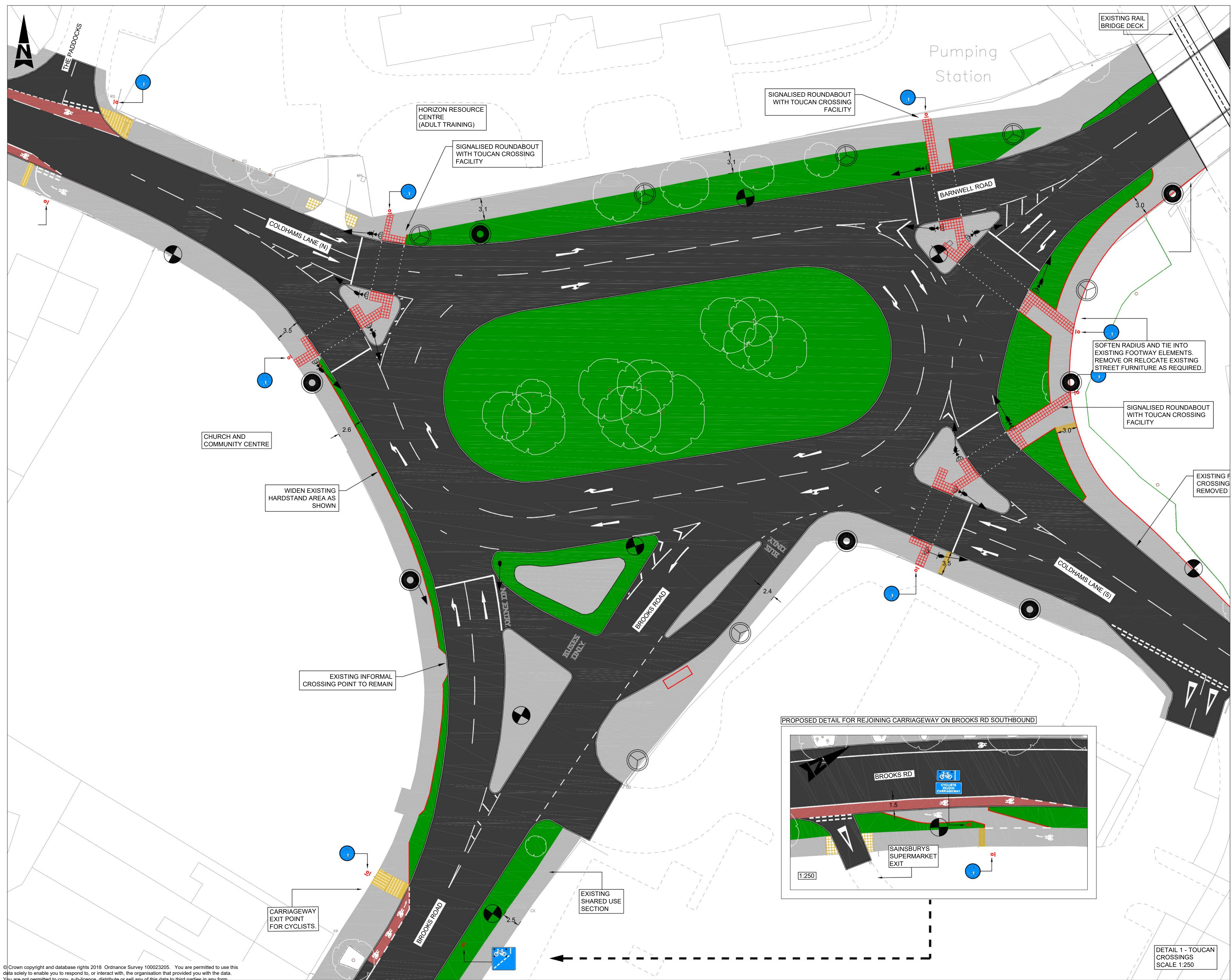
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|    | CYCLE LANE   |
|    | DENOTES ALTERATION TO FOOTWAY<br>EDGINGS, KERBLINES OR INSTALLATION OF<br>NEW. |
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## CLIENT DISCUSSION

Project Name \_\_\_\_\_

COL DHAMS I ANE BOUNDABOUT

COEDITIONING BY LINE POSITION ABOUT

Journal of Interpersonal Violence 34(16) 4799–4817, © The Author(s) 2019. Reprints and permissions: [DOI: 10.1177/0886260519856419](http://sagepub.com/journalsPermissions.nav) [jiv.sagepub.com](http://jiv.sagepub.com)

EXISTING PILOT SIGNALISED

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WITH TOUCAN CROSSING FACILITIES

OPTION A3

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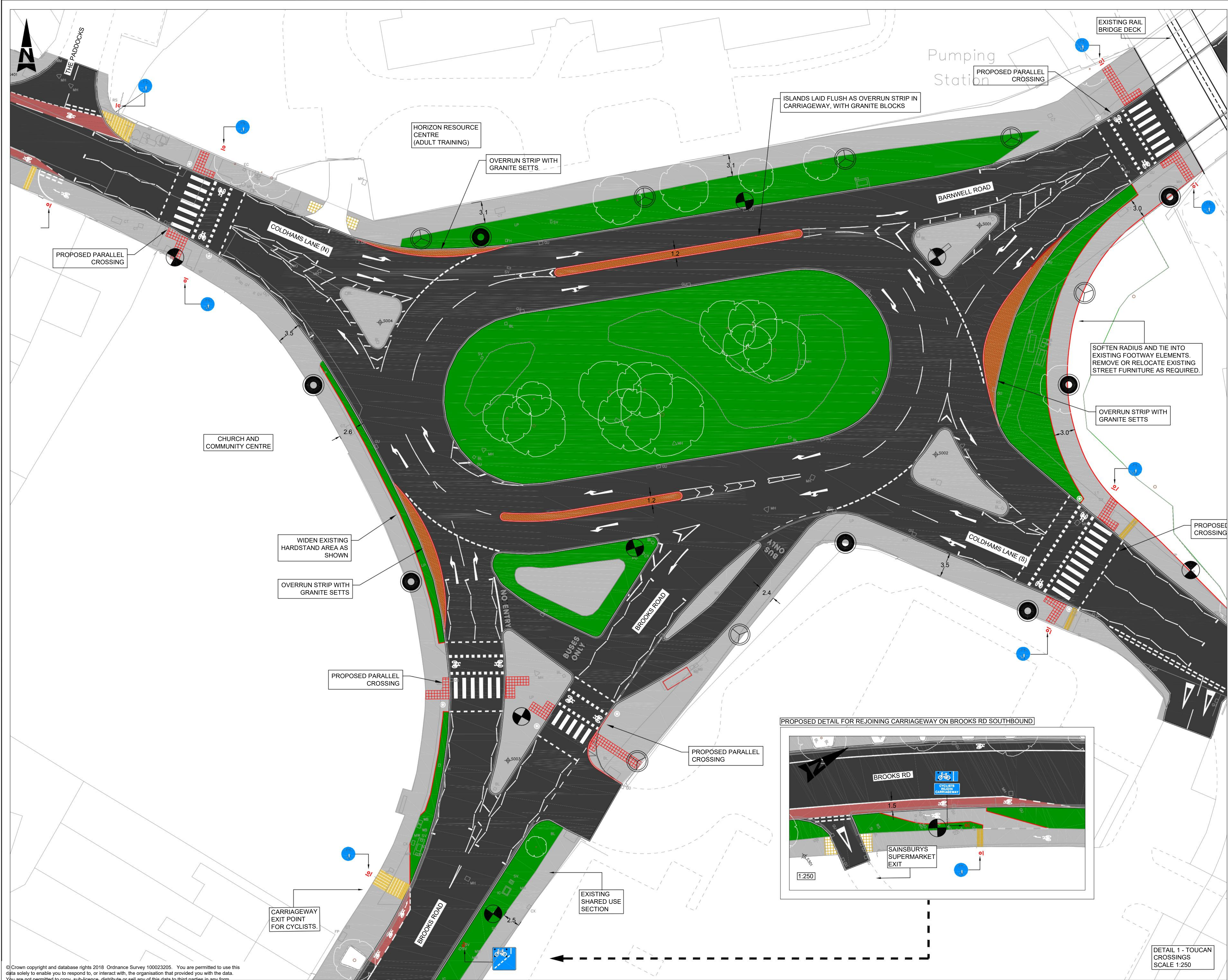
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CLIENT DISCUSSION

Project Name  
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Title  
EXISTING RBOUT WITH PARALLEL CROSSING FACILITIES OPTION A2

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