



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Draft Bus Strategy Consultation Analysis

February 2023



Version History

Revision Number	Revision Date	Nature of Revision	Created by by	Reviewed by	Approved by
1.0	Feb 23	Draft Results			

1 Purpose

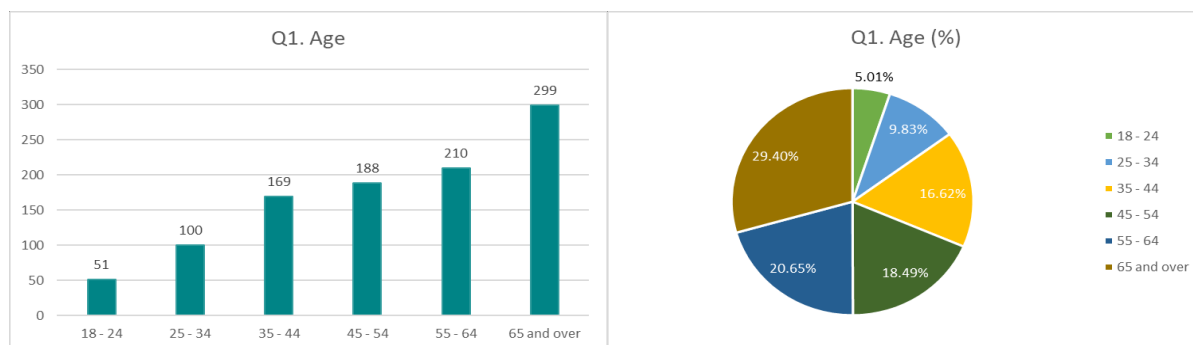
- 1.1 The purpose of this report is to provide analysis on the Draft Bus Strategy Consultation. Each question will be separated and the detailed analysis will be provided in each section.

2 Background

- 2.1 Cambridgeshire and Peterborough Combined Authority has been working with partners to develop a Bus Strategy. The Bus Strategy is a daughter document to the Local Transport and Connectivity Plan. The Bus Strategy sets out the policies and high-level approach to transform the bus network and peoples experience of travelling by bus.
- 2.2 The Bus Strategy was published in draft for consultation with the public. The consultation closed on 24th February 2023.
- 2.3 We received 1017 responses through the online survey and 16 responses via other channels.

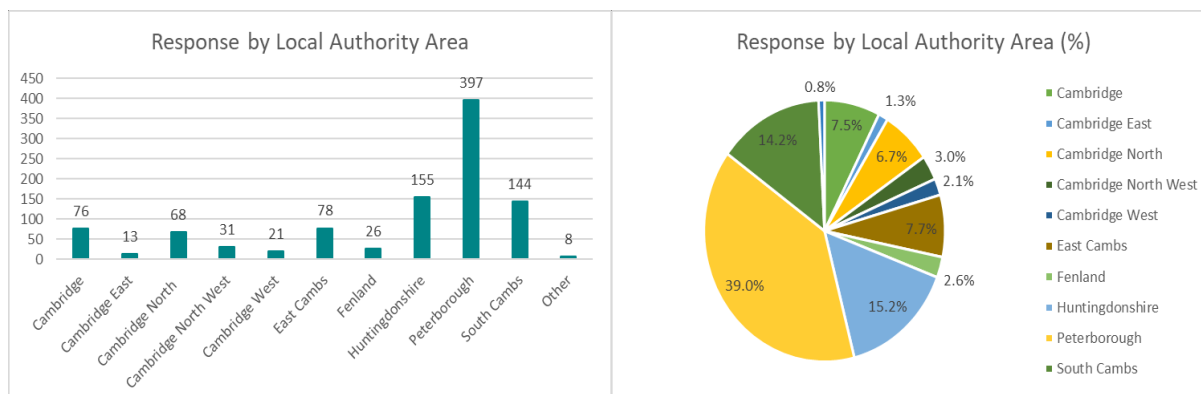
3 Analysis

Q1 – Age



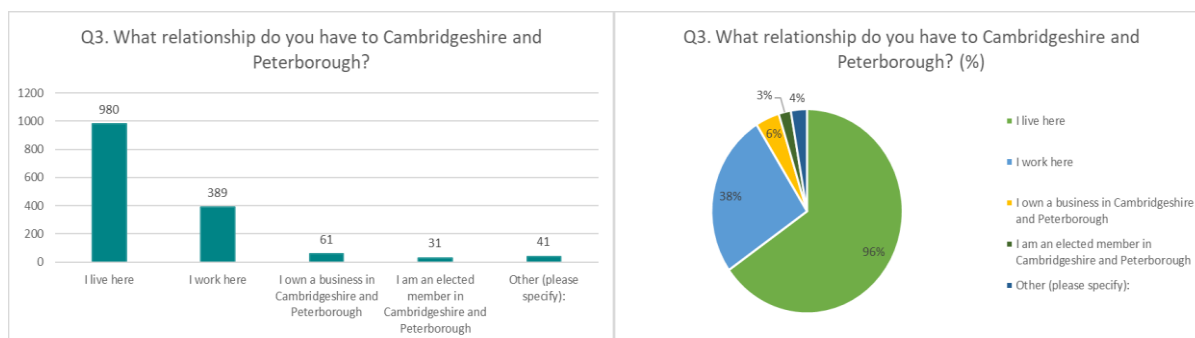
Response	Number	Percentage
18 - 24	51	5.0%
25 - 34	100	9.4%
35 - 44	169	16.6%
45 - 54	188	18.5%
55 - 64	210	20.7%
65 and over	299	29.4%

Q2. First part of your postcode e.g. CB1



Local Authority	Number	Percentage
Cambridge	76	7.5%
Cambridge East	13	1.3%
Cambridge North	68	6.7%
Cambridge North West	31	3.0%
Cambridge West	21	2.1%
East Cambs	78	7.7%
Fenland	26	2.6%
Huntingdonshire	155	15.2%
Peterborough	397	39.0%
South Cambs	144	14.2%
Other	8	0.8%

Q3. What relationship do you have to Cambridgeshire and Peterborough? (You can select more than one option)

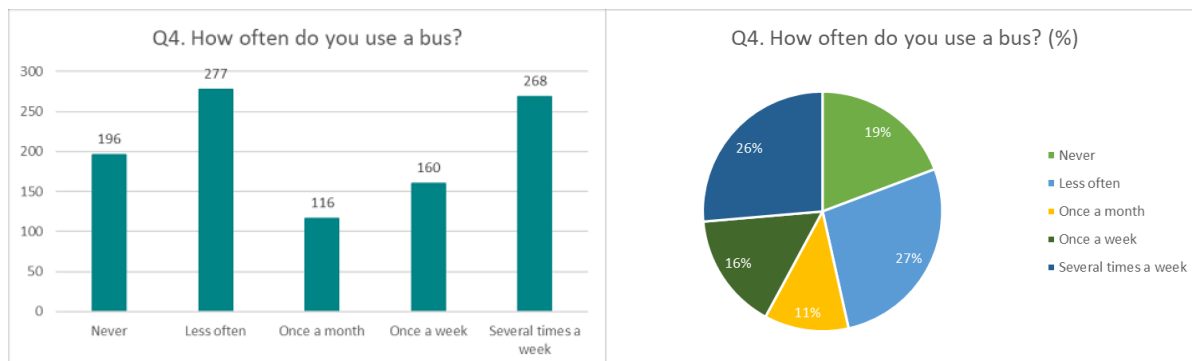


Response	Number	Percentage
I live here	980	96%
I work here	389	38%
I own a business in Cambridgeshire and Peterborough	61	6%
I am an elected member in Cambridgeshire and Peterborough	31	3%
Other (please specify):	41	4%

Other Relationships to Cambridgeshire and Peterborough

- Parish Councillor
- Elected Member for Cambridgeshire
- Parish Councillor
- Children are at school here
- Parish Council
- Parish Councillor
- I am a former Parish and District Councillor
- I am a Parish councillor
- I work for Bruntwood SciTech whom own Mebourn Science Park
- In a village near Peterborough
- I have family here
- Medical services
- Shop
- Study in Peterborough
- Visit family
- Family
- Family friends
- school
- Volunteer at Ferry Meadows
- I was born here
- I have family there
- Wider family also live here
- Parish Clerk
- Parish Council
- my child goes to school in Cambridge
- Founder - Hunts Walking & Cycling Group
- I operate bus services on behalf of CPCA
- Business
- My family live here
- Hilton Parish Council
- Both my partner need to go to local hospitals fairly regularly
- Family and aim to return to work in the region
- Chairman of Horningsea Parish Council
- Peterborough City Council response
- Response From Cambridge Living Streets Group
- Lived in Peterborough for 40 years and now Crowland for 17 years. Elderly parents have lived in Peterborough for 65 years
- Family
- And, I am a Carer for family who do not live with me.
- I worked in public transport research many years ago
- I am a student here.
- Is Cambridgeshire and Peterborough an entity?

Q4. How often do you use a bus?

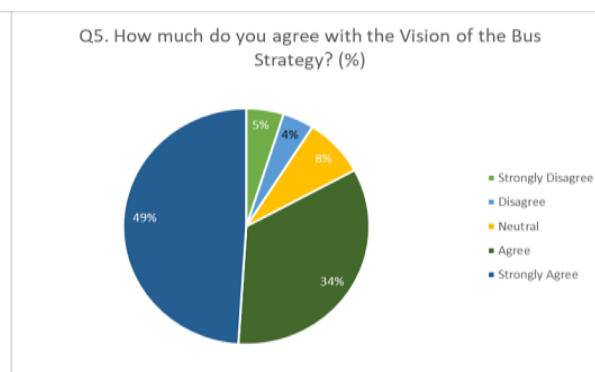
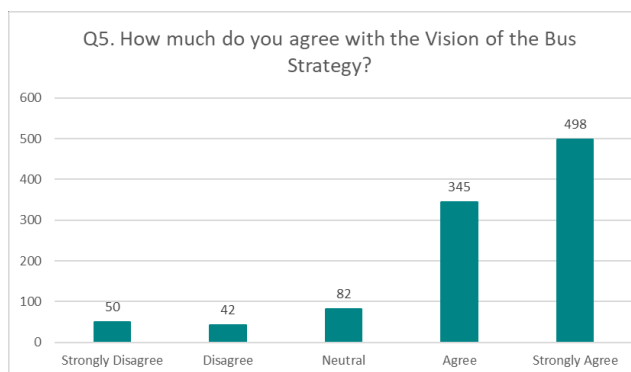


Response	Number	Percentage
Never	196	19%
Less often	277	27%
Once a month	116	11%
Once a week	160	16%
Several times a week	268	26%

Q5. How much do you agree with the Vision of the Bus Strategy?

VISION OF BUS STRATEGY

- A comprehensive bus network, better connecting people to places across all parts of the region and beyond.
- Buses are part of a fully integrated and planned transport system.
- A more affordable network, with simplified fares and capping across the network.
- A transition to new, low emission vehicles, providing all the benefits of modern bus travel.
- A more understandable bus network, services, and fares, with clear information at all stages of a journeys and easy ticketing.
- Faster and more punctual journeys by bus, delivered with more, effective bus priority measures.
- High quality passenger waiting facilities.
- Good quality services with high levels of satisfaction amongst customers.
- A doubling of bus passengers (based on 2019/20 levels) by 2030.
- Less traffic and congestion by attracting car users to buses.
- Better bus infrastructure, including bus shelters and widespread real time information coverage.



Response	Number	Percentage
Strongly Disagree	50	5%
Disagree	42	4%
Neutral	82	8%
Agree	345	34%
Strongly Agree	498	49%

Please explain why, if you wish, and add any other comments you may have.

Responses can be found in Appendix 1a

The most common themes in relation to the this question are

- Bus reliability
- Affordability
- Lack of buses
- Concerns around how the strategy will be implemented
- Requires more ambition

Q6. How much do you agree with the Aims of the Bus Strategy

CONVENIENT

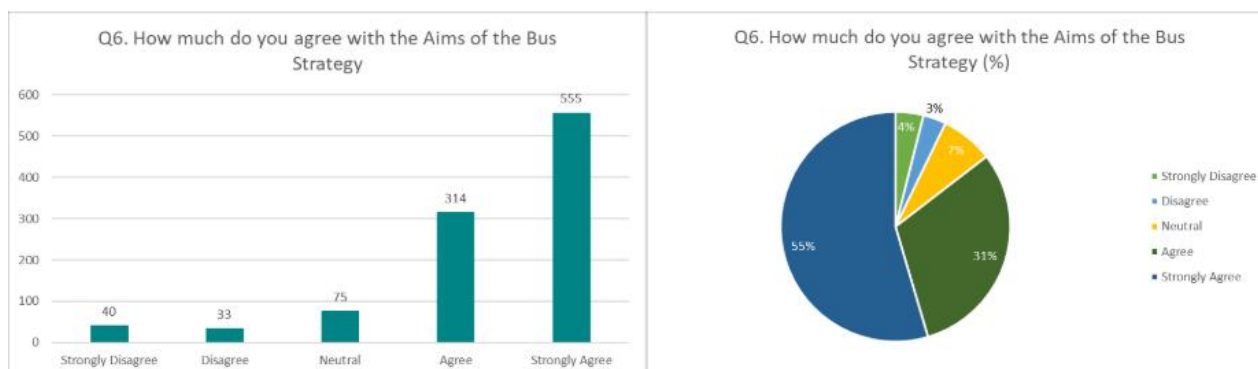
- Routes connecting to places and activities that people want to get to.
- All areas are well served by bus.
- Direct routes with little deviation.
- Frequent services with limited waiting time in-between.
- Services are available all day and into the evening, every day.
- Range of tickets to meet different needs.

ATTRACTIVE

- The network is simple and easy to understand.
- Buses enjoy a great public image and everyone is happy to use them.
- Services can be relied upon and run to time, without delay.
- Cost of using a bus is considered good value for money, with targeted fares offers that incentivise some groups.
- Buses run direct and quick.
- Buses are clean, comfortable and pleasant to ride on.
- Services are well marketed and there is plenty of clear information in a range of formats, available via different media.
- Waiting environments are attractive, offer seating and information, and people feel safe using them.
- Pleasant and helpful drivers, able to assist when needed.
- Zero emission buses, offering a quiet and smooth ride.
- A network that evolves in response to changing needs and demands

EASY

- A single understandable network that functions as one, with connecting services, branding and system-wide ticketing.
- Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train).
- A clear service offer, backed by a Passenger Charter.
- Buses run at regular time intervals and with consistent frequencies.
- Stable services with minimal changes, removing uncertainty and confusion.
- Simple fares with payment through a range of methods.
- A system that is accessible and can be used by all.
- Plenty of information is readily available.



Response	Number	Percentage
Strongly Disagree	40	4%
Disagree	33	3%
Neutral	75	7%
Agree	314	31%
Strongly Agree	555	55%

Please explain why, if you wish, and add any other comments you may have.

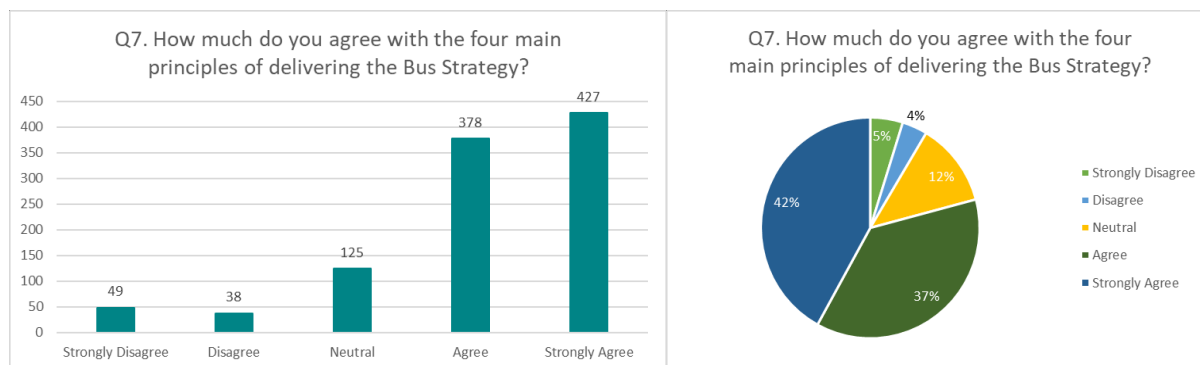
Responses can be found in Appendix 1b

The most common themes in relation to the this question are

- Reliability
- Lack of confidence in implementation
- Affordability
- Where the funding is coming from
- Simple fares and multi operator tickets
- The strategy is not detailed enough and needs clarity and specifics

Q7. How much do you agree with the four main principles of delivering the Bus Strategy?

1. Achieving a continuous cycle of passenger growth and service improvement
2. Using the best operational model of provision to achieve the necessary step change in the most effective way
3. Partnership
4. Integration



Response	Number	Percentage
Strongly Disagree	49	5%
Disagree	38	4%
Neutral	125	12%
Agree	378	37%
Strongly Agree	427	42%

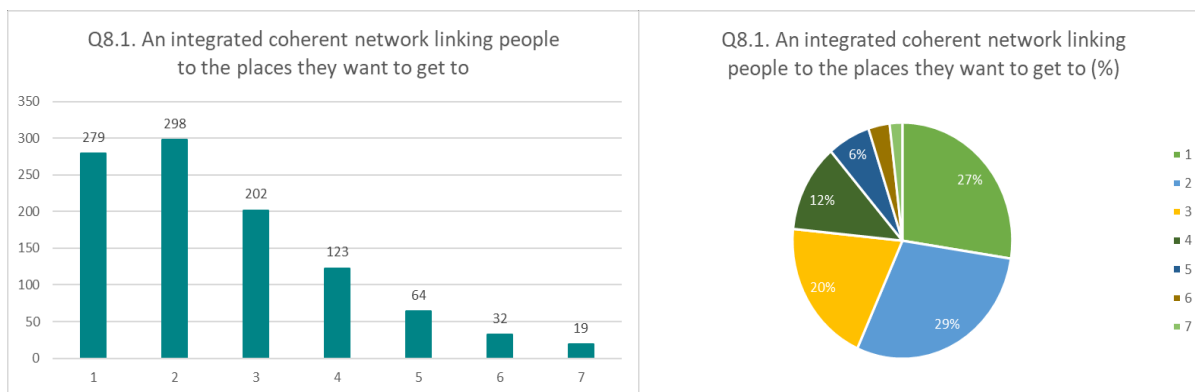
Please explain why, if you wish, and add any other comments you may have.
Responses can be found in Appendix 1c

The most common themes in relation to this question are:

- The strategy is not detailed enough and needs clarity and specifics
- Lack of confidence in implementation
- Better collaboration between providers
- Better collaboration with other counties
- Concern at lack of bus drivers and retaining current bus drivers

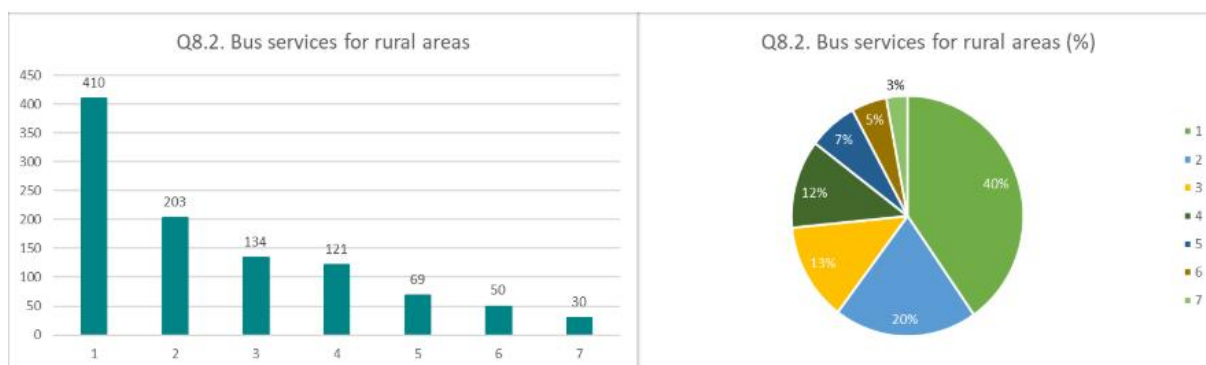
Q8. How would you prioritise our strategies. Please drag and drop the strategies into your preferred priority order, starting with your top priority first, or number them from 1 to 7 using the dropdown boxes, with number 1 being your top priority.

Q8.1. An integrated coherent network linking people to the places they want to get to



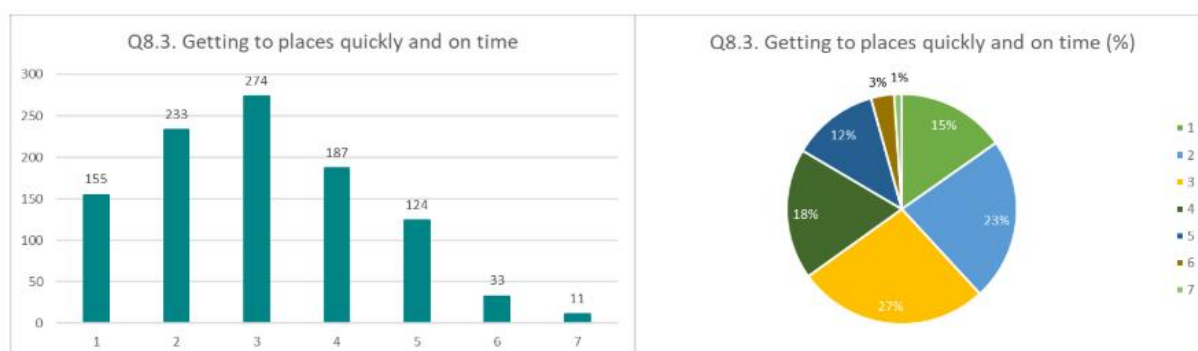
Response	Number	Percentage
1 = top priority	279	27%
2	298	29%
3	202	20%
4	123	12%
5	64	6%
6	32	3%
7	19	2%

Q8.2. Bus services for rural areas



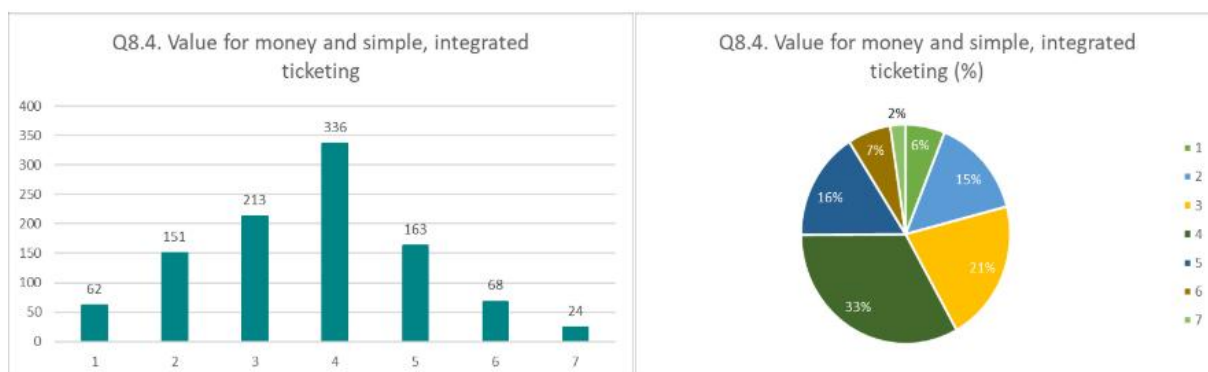
Response	Number	Percentage
1 = top priority	410	40%
2	203	20%
3	134	13%
4	121	12%
5	69	7%
6	50	5%
7	30	3%

Q8.3. Getting to places quickly and on time



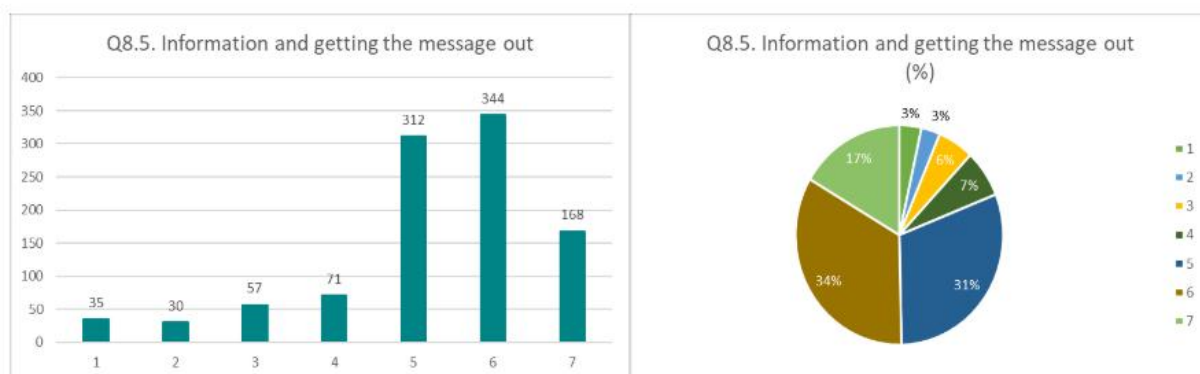
Response	Number	Percentage
1 = top priority	155	15%
2	233	23%
3	274	27%
4	187	18%
5	124	12%
6	33	3%
7	11	1%

Q8.4. Value for money and simple, integrated ticketing



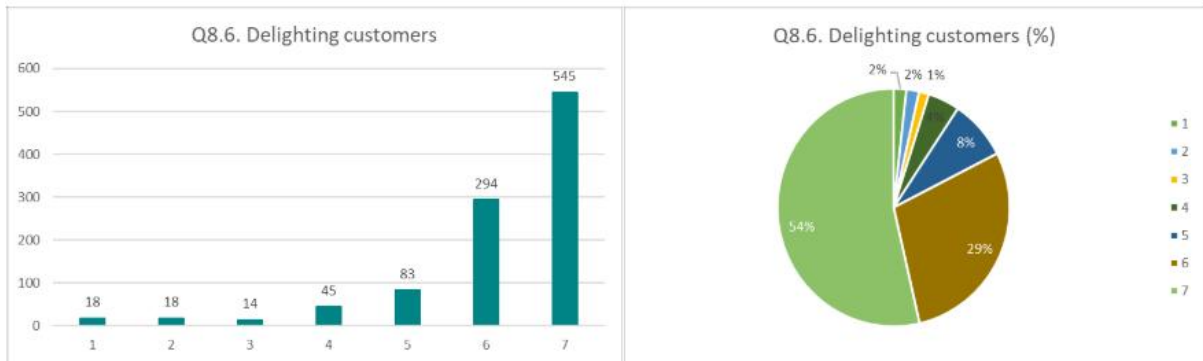
Response	Number	Percentage
1 = top priority	62	6%
2	151	15%
3	213	21%
4	336	33%
5	163	16%
6	68	7%
7	24	2%

Q8.5. Information and getting the message out



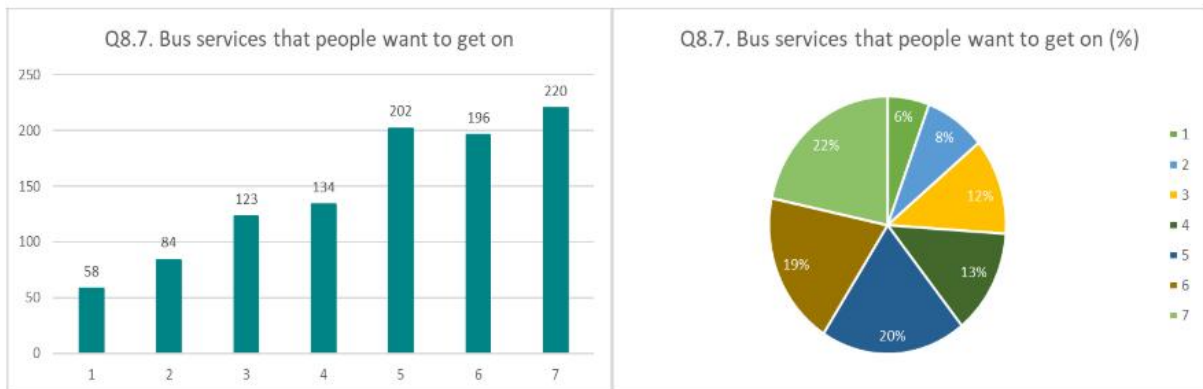
Response	Number	Percentage
1 = top priority	35	3%
2	30	3%
3	57	6%
4	71	7%
5	312	31%
6	344	34%
7	168	17%

Q8.6. Delighting customers



Response	Number	Percentage
1 = top priority	18	2%
2	18	2%
3	14	1%
4	45	4%
5	83	8%
6	294	29%
7	545	54%

Q8.7. Bus services that people want to get on



Response	Number	Percentage
1 = top priority	58	6%
2	84	8%
3	123	12%
4	134	13%
5	202	20%
6	196	19%
7	220	22%

Q8.8. Please explain why, if you wish, and add any other comments you may have

Responses can be found in Appendix 1d

The most common themes in relation to the this question are

- If some of the priorities are met, this will result in delighting customers
- Bus services for rural areas needs to be improved
- Information is regularly incorrect and needs to show clear journey planning
- Cleanliness of the buses needs to be better
- Reliability
- Reducing isolation by providing better bus services

Q9. Do you any further comments on the Bus Strategy?

Responses can be found in Appendix 1e.

4 Responses from other avenues

All responses from other avenues can be found in Appendix 2

Response from
Cambridge Biomedical Campus
Cambridge University Hospitals
Cambridgeshire County Council
Bottisham Parish Council
Bruntwood SciTech
Cambridge Ahead
City of Ely Council
Cambridge City Council
South Cambridgeshire District Council
Fenland District Council and Fenland Transport and Access Group
Cambridge and South Cambridgeshire Green Party
Cambridgeshire Sustainable Travel Alliance
East Cambridgeshire District Council
Vectare
Stagecoach East
The Countryside Charity Cambridgeshire and Peterborough

Appendix 1a: Comments to Q5. How much do you agree with the Vision of the Bus Strategy?



Response Number	Please explain why, if you wish, and add any other comments you may have.
1	Even if the buses (from Bar Hill) aren't very frequent, they need to run later on Friday, Saturday and Sunday nights, else I have to get taxis all the time which are very expensive.
2	Isolation of elderly is a major problem in remote areas
3	And exactly how is this idea being funded....We already have the idiots of the GCP trying to tax the people, An also a suggestion of a 10£ increase on top of next years council tax increase to fund the lack of services
4	This has been needed for a long time. Connecting services for hospital and other forms of transport essential. Reliability has declined over recent years and buses have become unreliable
5	Currently it has been impossible for my Ukrainian guest to get to work in Cambridge reliably on time from my village 4 miles out.
6	Travel information has been lacking since the discontinuation of Peterborough Travel Choice and curtailment of services.
7	Better integration into other forms of public and active transport. I.e. better integration into trains departing Peterborough railway station including integration with departing and arriving services early or later in the day Provision of quality cycle facilities at major bus stops.
8	I agree that we need better bus services but these should not be seen as an alternative for investing in the regions railways and in particular the reinstatement of the Wisbech to march rail link.
9	Stop faffing about and directly run an affordable and reliable bus service.
10	I feel that this is a good strategy to have, but I, like many people, have a lack of confidence in the combined authority to actually act on the plan and make changes.
11	The principles are good. A reliable service that is cheap, runs often, and also at evenings and weekends would be welcome.
12	there's literally only one bus to isleham. i'm fully reliant on my partner to go anywhere
13	More reliability to timetale.
14	Too many services that are essential for the mobility and independence of others are being removed - particularly those in countryside areas.
15	I agree but it is unrealistic. I currently commute daily using the Whippet X3 but and there are daily cancellations. You promised improvements so many times, it's just not going to happen.
16	I want to drive less. We only have a bus service twice a day. If it was more regular during the day I would use it.
17	There is a need for radical reimagined structures for sustainable transport. This can be achieved with a combined framework for rail bus and foot traffic. Buses that reach rural areas with regular and direct links to rail stations will mean efficient transfer to the city. Reconfigured footpaths that lead from village to station to village may transfer cyclists and pedestrians to the city. This green future can be achieved because warm and comfortable carriages are in place already. At present though, carriages that number too many hurtle through and languish in stations for upto thirty minutes, heated and lit

	for absent passengers. Buses must return to one measure from the past- to stop safely at places other than the assigned. The fares will have to begin with subsidy but with sufficient promotion of the green measures in place, public transport will be enlivened for the public good.
18	Currently have 5 buses a day (each way) to Cambridge and nothing in evening or on Sundays/Bank Holidays. Would be nice to have buses one evening a week/fortnight - businesses are missing out on a lot of trade because of this.
19	I don't think the strategy tackles too major issues: - Bus drivers - recruitment and retention of staff. This is a major issue with the current service, how can we possibly expand the service without enough drivers to run it! - school traffic - not enough thought it being given to this.
20	we need action not surveys
21	Because it is not realistic How do you propose to fund it? Rural areas need access to local facilities not just getting to a major town and back We need to see a proper plan in detail of how you propose this a vision can be very wholly and easily backtracked
22	Pointless, I want to see your objectives, how you will measure them and how you will assess against them using the metrics you've collected. Without them the rest is just happy clappy jobs for the girls.
23	I think the busses need huge improvement and investment. The buses need to be cleaned more and taken care of. We should have a system like London so you can pay contactless or have a bus pass to scan. Makes it easier
24	SHAME THE PARK AND RIDE DOESNT RUN LATER SO WE COULD GO GO TO A SHOW IN THE CITY BUT NOT HAVE TO DRIVE INTO THE CITY
25	Could be more ambitious. A frequent and reliable service to all neighbourhoods and villages in the region. Buses should be the mode of transport of choice. With so frequent service you don't consider other options, no matter where you live. The bus routes are designed to connect a range of places, not just all heading into h the centre of city
26	Buses are not inclusive in their current form. They cannot accommodate wheel chair users, mobility scooters and baby buggies at reasonable numbers. Buses cannot take bicycles. Buses, especially if used as single entry/exit are prone to loading and unloading delays. Bus shelters cannot accommodate the number of people waiting, especially in the exposed stops of the busway. Your strategy is full of errors. As an exame in your case study on the busway it mentions that the buses in the busway travel on a steady 56mph.This is far from the truth if not an absolute lie. Get your facts right. A 7mile route from

	Northstowe to Cambridge takes at best 30-40 mins. A train would do that under 5 minutes...
27	We need a bus service in our village
28	It would encourage me to go out and about more.
29	Because I would like to use the bus - I may not drive for much longer - but it has to be convenient. Needs to be regular, reasonably cheap, reliable, quick and comfortable
30	All seem like sensible goals for a public transport network
31	Low bus fares to attract custom Night buses needed for people who work evenings and nights More frequent evening/night wait time rather than hourly
32	I disagree simply because the rural bus service is incapable of delivering what people need and there is nothing in the strategy that will fix that. Therefore the strategy is inadequate.
33	Some services get very full already at peak times particularly in School time. Need to remember that people working in Cambridge are not just coming from Cambridgeshire and Peterborough but also the other surrounding counties
34	its the right thing to do!
35	The vision is pie-in-the-sky, unachievable
36	Totally in favour of strategy and would use buses every day if they could be relied on to arrive. Policy is great but only of any value if the bus companies deliver
37	Living in a rural village with an infrequent bus service which doesn't run near my house, and the fact that both I and my wife are somewhat disabled, means that the car is the only reasonable option.
38	Providing a decent service is provided I would definitely use it. However, when the guided busway was originally proposed there were meant to be buses from surrounding villages to the busway but this never happened mean8 g we had to use the car to get to the busway!
39	Whilst I agree with these lofty goals, I struggle to see how they can be implemented in a way that helps those who live in the more remote outlying villages. If a journey takes 1hr in the car, it can take 2hrs in a bus from these sorts of places.
40	Desperately need to connect villages to towns to cities
41	As long as there are safe buses to be used by young people to travel to neighbouring villages and towns I agree.
42	Buses are not reliable, and it happened 4 times in a week at the beginning of December 2022 that the bus didn't even show up. I tried to use the coachstage app, but even there the information was wrong. Plus, the price is way too expensive for such a poor service.
43	What we need is a mass transit system strategy and more pertinently a holistic transport strategy...not just taking each mode of transport in isolation.
44	Vision is good use what is now available for example not for profit HACT charity
45	Better connection bus more reliable

46	<p>It does seem ideal Is that possible ?</p> <p>I live in Werrington and to get to the hospital it takes 2 buses and about an hour plus and yet is only a few miles by road I see this as an essential service and I am elderly</p> <p>I would also like to see a bus service from Werrington to town rather than going onto Orton where buses are often delayed Other than that I am happy with the service The Delane buses are on time and clean</p>
47	<p>If services were better I would use them more. I can't see anything improving for Ramsey. Demand responsive and community transport services are fine for shopping, older people etc but not when people need to get to college or work. Ramsey is a market town and transport links should be improved.</p>
48	<p>Too many cars on the roads!</p> <p>Roads are in a disgusting state!</p>
49	<p>I would use the bus more often if it was faster and more frequent. It also needs to be more affordable. Unless all 3 of these things happen, people like me will always choose another option if available. Those without a choice should not be penalised.</p>
50	<p>A bus service in our area is currently almost non existent and as a community we are very car dependant. Education and career opportunities are restricted if you do not drive</p>
51	<p>Because, if you're that confident, WHY HIDE THE OTHER SURVEY THAT PROPOSES A PRECEPT ON COUNCIL TAX BILLS TO PAY FOR TRANSPORT.....conning the public... AGAIN.</p>
52	<p>Agree in principle but please include Wisbech and the whole of Cambridgeshire in your plans- not just a 15 mile radius of Cambridge</p>
53	<p>We need a more reliable bus service, with earlier starts in some places plus direct routes to places like Addenbrookes which in some cases would bypass going into the city centre to change busses which we are forced to do now</p>
54	<p>We have bus stops but no buses to stop at them. We need buses back in operation through villages. Our village does not have any now.</p>
55	<p>I would like to use buses more but find the current infrastructure inconvenient and hard to navigate.</p>
56	<p>I agree with most of the strategy: buses have to be reliable as we base important aspects of our lives on them (bringing a kid to school, going to work at very specific times). If once or twice the bus is not coming when it is supposed to, then the trust is over and you force people to take cars and alternative arrangements. I do not agree however with the introduction of charges for cars, especially for those who live in Cambridge who might actually need cars for very different reasons that might not impact the traffic in the city centre or in the busier areas.</p>
57	<p>Bus journeys will always be longer than car journeys due the routes they need to take getting to the villages. Carrying shopping on the bus is inconvenient especially if the bus is busy and seating has been taken. Busses break down leaving passengers stranded.</p>
58	<p>Would that be possible for having mote regular and punctual arrival time with an error less than 10min?</p> <p>It will be very important, especially in winter when it is very cold</p>

59	I think one can agree with the theory it is how it is delivered given the lack of space on the roads and the enduring perceived need for parents to drive their children to school
60	Strategy is one thing but actually doing these things is a necessity not just an idea on paper. We need a better, reliable, reaching rural areas and cheaper bud service. If you actually want attract more people to use your service
61	Improved Park and Ride service - more car parking spaces, more services for longer in the day, connections to other parts of Cambridge outside of the centre. Expand services to smaller villages - more frequent, smaller vehicles, don't use a double decker if few people use the service. Decrease the need for people to use their cars.
62	I do not disagree with aspirations however there is no prioritisation as to what can be afforded, nor any vision for other public transport innovations to start playing a part by 2030. Furthermore, I believe it is more important to have a greater proportion of the population have access to public transport (comprehensive network) than a doubling of bus passengers. If finance is limited you may find these outcomes incompatible.
63	The strategy must NOT be funded by a Congestion Charge. It is a service for the whole population and should be self funding or supported by taxes or precepts
64	Buses are integral if older people are to continue living independently. It's cheaper for them to get around. Driving oneself after the age of 70 is no longer an option for most of us
65	I want to see a real bus service for Peterborough, so I don't always have to use my car.
66	I have sight problems and buses are my only means of getting around. I am also very concerned about climate change. The better the buses, the less people will rely on cars
67	This all sounds very good compared with the present cost of fares, lack of connectivity, late running and cancellations.
68	Wisbech needs a massive improvement in public transport. the Excel bus is ok for accessing Peterborough- Norwich, but other local towns are not served by buses at all, eg Spalding, Ely, Huntingdon, whilst other buses are few and far between eg Downham Market. I regularly use Wisbech 68 tesco bus as I am disabled and cannot drive. This needs to be kept running, and for longer during the day, every day. The 68 bus enables people to access food shopping, leisure (eg cinema), and medical facilities such as the ACES eye clinic and the NHS Breast screening clinic that spends several months a year in Tesco's car park. The out-of-town shops on Cromwell Road need more frequent buses, after all there's not much left in the town centre anymore! also consider access to Wisbech railway station - if it ever comes to fruition - we've been waiting too long already, and the CPCA seems to favour spending it's budget in the Cambridge area. Wisbech people pay their taxes too, and should be treated fairly. also consider the villages around Wisbech -they have a dire bus service. I couldn't move to a village as I would be isolated and unable to access food, other retail, healthcare and leisure facilities. Sort this out - the people of Wisbech are fed up with getting the brown end of the stick!!!

69	Connectivity is vital. Too often Cottenham is left unconnected compared with settlements to the West (Oakington) and East (Waterbeach)
70	a lot of the delays are people messing about with cash/buying a ticket
71	The vision is all that we aspire to for a bus service but have never experienced
72	A franchising model would be essential to allow the planning and improvements to services that are needed. Examples that should be looked at are the tfl model and those used in other countries e.g. The Netherlands (widely and Rotterdam specifically). Then the best elements of these should be brought together and their suitability considered.
73	Cambridgeshire does not have the population nor Urban areas to justify bus usage envisaged by your strategy. Buses cannot get people directly to where they want to go.
74	Not enough facts - e.g. doubling of bus passengers - this will not be enough , numbers ? How?
75	Living in a rural community it feels like cars are everywhere, especially during community events like markets. People feel they need to use them even if travelling from the next village. The effect is congestion and pollution. We have a limited bus service to the local city (which I am grateful for and happy to use) but no connection to the train network or many of the local villages. The bus strategy goals generally align with what I would like to see in future: more options for destinations, services at convenient times and a reduction in the number of cars and their associated environmental impacts.
76	Pie in the sky strategy with the car user footing the bill. It's totally unworkable for rural residents.
77	You also need to consider cross county connections better, specifically Cambridgeshire/Bedfordshire for both schooling and leisure purposes.
78	Too narrow focused, and at what cost to us? Best we integrate into EWR as trains can take more people away from the roads. This looks expensive and passenger numbers are unknown. Value for money is my biggest concern. It is all laudable the aspiration but given the shocking performance of this consultation and the management of Stagecoach and the current bus network I wouldn't want this to be in the hands of the council to manage without a change in administration.
79	we need a reliable bus service connecting us to Huntingdon etc, the previous service has not changed for years and is unreliable on the rare occasions I have to go to the hospital I have to go by taxi as the times don't co-incide you either have to go early and then you're hanging around waiting for your appt or you have to wait ages for a bus back, thats if they ever turn up and then you've missed your appt etc
80	Less cars on the road. Better transport for those in rural areas especially the old and disabled who may feel isolated because they have no other form of transport.
81	I would like to see, as part of the strategy, improved and more frequent bus connections to rural villages. At the moment the only reliable way to travel to Cambridge or to the train stations is by car.

82	Totally agree about the importance of getting the bus network improved. Only when public transport is quicker and cheaper will it tempt people. The guided bus is brilliant in concept but the buses are frequently late because they are stuck in traffic, can take longer than driving into Cambridge from st lves, are infrequent particularly in the evening, and in the mornings are often too full to even collect people. It desperately needs to be more reliable, and quicker with on demand services to connect people to the mobility hubs otherwise people are still having to get in their cars to drive to the park and rides.
83	Chatteris relies on an efficient bus service as Chatteris is not connected to the rail system and therefore without an efficient bus service connecting up with Cambridge , Ely and main rail stations , with more regular , early and late and weekends , people are isolated. More efficient bus services will encourage more use of them. This situation needs urgent attention for the people of Chatteris and surrounding areas .
84	It is important that opportunities, both leisure and employment are open to all and not just those who are able to drive.
85	Full of motherhood and apple pie statements Attracting bus passengers isn't just about the existence or timeliness of buses. It is also about ease of use, getting on, getting off, what the passenger has to carry. There is often provision for registered disabled but little consideration of the less able and fit.
86	It is vital that bus transport IS part of an integrated system. Buses need to service train stations. In order to increase bus use there needs to be much clearer information available which is easily accessible in all formats.
87	Aspects of the vision are admirable, but even without cars a larger fleet is likely to clog the city's roads, and the second bullet leaves all the key questions undefined. Buses are hard to scale, and where are all the drivers to come from? Surely you should be considering ZEV not LEV?
88	There is no practical bus service I can use and as I get older I fear being housebound because of this . Also fear I will not be able to attend hospital appointments due to lack of transport
89	Can Upwood have a regular daily service to Huntingdon and Peterborough so I can return in 2 hours.
90	I agree with the overall strategy but as I live in a village in Fenland, we currently have no buses and I want to suggest a way to provide feeder buses to local towns. When visiting Turkey, they have what I believe to be a co-operative system whereby small mini buses provide a regular service (every 10 minutes, 20, 30, hrly depending on usage) on a route which then joins up with main buses in town.
91	The vision is obviously correct - it's the implementation that's difficult

92	My business means I need to carry items that would fit on a bus and the same for my employee's
93	You are unrealistic for several reasons. 1. You can barely find bus drivers now due to poor pay and EU citizens who got the xenophobic message and left to find bus, truck driving work in better paying less hostile anti immigrant, anti European countries. 2. It will never work if you keep letting private companies operate them like Stagecoach who, like Stagecoach recently appallingly decided to do, see it as a profit and loss to operate- loss equals cancelling routes, frequency of buses, reducing number of stops or walking away altogether leaving those who support public transport at the mercy of a car or using inferior transport to get into school/work. 3. Buses compete with car traffic- do what most European cities like Amsterdam do- build trams. Trams are faster, more efficient because they are isolated in the center away from competing traffic. And yes, the roads in Cambridge are big enough to accommodate main lines (if Lisbon can do it with really narrow roads Cambridge definitely can!).
94	You need to contact villages like Wicken to connect your bus route
95	The two big issues are not addressed: trust/reliability. There is no point pushing for buses until trust is established. For now they are not reliable enough. Second the bus stop is a half an hour walk from my house. It will add an hour to my commute just to get to the bus without counting waiting and journey times
96	The strategy is uninformative. We're asked to agree with motherhood and apple pie. It's a waste of time and public money to consult on this and the responses to the closed questions are meaningless.
97	Nobody can disagree with these aims but agreeing will mean you using this as evidence of people wanting you to take action which isn't what is wanted. For example it can be used to justify an offroad busway, which 2 consultations have already rejected
98	Takes a great deal of drive,creativity and money to achieve and so important for all parts of society.
99	Where to begin: It is being built over Green Belt land! It will destroy an essential part of our countryside here in Cambridge which enhances the lives of people who live here, close to and further afield-it would be a disgrace to ignore the feelings of the people of Cambridge; It is totally unnecessary; its an expensive decision made by a group of unelected individuals without consultation with the inhabitants of Cambridge and the surrounding areas; There is a perfectly good existing bus service that would benefit from an injection of funds;
100	Cambridgeshire is in great need of a concerted programme to develop and extend the bus network. My preference would always be to take public transport rather than drive, but living where we do in a rural community, this is just not possible as the current service (1 bus a day into and out of Cambridge) is not sufficient, nor practical. The roads of Cambridge are regularly (if not always) congested and many would opt to catch the bus if able, but they need to be provided with a service that they can trust and know will get them from a to b as required at an affordable cost. Cambridge should be leading the way on the transition to a more sustainable transport network, however the residents of the region need to be enabled to

	participate. Until the network is drastically upscaled and supported, people will continue to default to driving.
101	Before Christmas 2020 there was an excellent understandable consultation for Cambridge with proposals based on Spatial Strategy. It was clear what it meant in terms of delivery. This vision is meaningless Based on Spatial strategy in Peterborough: medium size villages to have hourly bus services, Small villages to have an extension (original) of Call Connect - UNLESS there is a significant resource used by other villages such as a medical centre or post office.
102	We need a bus service we can rely on
103	I never use a bus because the service is currently poor, irregular and unreliable. I'd like to have confidence in the service which would lead me into using the bus as I'd prefer to use my car less.
104	This strategy seems great if you manage to put it in place
105	Because until this is operational there can be no expected reduction in car dependency.
106	The current bus service is unsatisfactory. In the six years I have lived in Sawtry the service has deteriorated with the most recent cuts making the situation much worse i.e less frequent services, loss of evening services, no direct buses to Hinchbrook Hospital, etc.
107	I would love to use the bus more often but cannot as the service is completely unreliable. I've lost track of the amount of times I've stood waiting for a bus which has never turned up. Due to the unreliability of the service I am forced to use more costly and less green alternatives. Having moved to Huntingdon from London, I have gone from using multiple public transport services a number of times a day, every day to only using the train once a week. The public transport service here is shocking.
108	This is a sound strategy and hope it succeeds.
109	Good, regular, bus services are essential to support active travel, especially walking.
110	This is what needs to happen. What has happened is our bus service has been decimated by the withdrawal of Stagecoach
111	Stagecoach has let customers down and the council has done nothing to help. I can't get to/from work anymore.
112	Shocking when the hourly bus service reduced to 1.30. No buses on Sunday!
113	The variations and improvements in bus services should not be to the detriment of car drivers, given that no bus plan will be as flexible as a car alternative
114	I would use a bus more often if it was reliable.
115	I would like to use buses more but the current offer makes it very difficult.
116	Fine words but stagecoach need to deliver the service, that or lose their franchise because at the moment they are the reason my family and I rely on the private car
117	At the moment my son who has to get from sawtry to huntingdon regularly has to wait 1.5 hrs for the bus and there has been many occasions they haven't turned up. Buses need to be reliable!! Or no one will use them.
118	The strategy fails to address any of my pain points
119	I do not own a car and depend on public transport to get anywhere.

120	Services should not be dominated by costs with a larger proportions of the population over 65 and who do not drive also the cost of driving for the population who do work and cannot get a bus service after 7pm to locations where population density are reasonable.
121	It looks like a great vision that has enormous benefits both locally and to the region. However I do feel it is trying to achieve an awful lot of things and am curious as to how it will be achieved and successfully funded
122	It's a great vision but is it implementable from a financial point of view and if the service is provided, what will drive behaviour change from the car habit?
123	A comprehensive bus network??? Buses in my nearest town- Whittlesey, have been reduced and there is no network at all in my village!!
124	Reducing pollution by reducing the amount of individual vehicles on the roads should be given more weight. There are many co benefits to improving, increasing and lowering the cost of public transport.
125	If there were more buses running a regular service, I would definitely use the bus more often.
126	Especially in Sawtry, I cannot drive due to illness and many elderly can't get around unless the buses are running. Don't cut these buses and leave us suffocating because we can't get around. Give us a service we can really on, is worth the charge on our council tax and that we know can keep us integrated within society. The bus service provided is a disgrace and you do not deserve the money we pay from council tax for it currently!
127	Connect with other villages and towns to get to appointments
128	there are many families in Cambridge that use cars and will not move to buses. We must incentivise electric by offering a full discount for EV if we are to safeguard air quality. the bus strategy is a good move but we must get engine cars off the road
129	Using the bus is currently unattractive due to poor punctuality, insufficient frequencies, and dirty buses. Trying to fix this without fare increases is unrealistic.
130	We need rapid hub to hub buses that do not stopped every 2 minutes. For example biomedical campus to Eddington. Only with this will people seriously consider taking buses for medium length commutes
131	All of the aims of the bus strategy are much needed - although I currently do not use a bus service - I walk or cycle to work - I also do not drive or own a car. So if my circumstances changed and I needed to get a bus then having used buses in the past, and knowing the needs of local people who rely on buses then I believe the service does require much improvement as identified in the bus strategy.
132	I don't agree with the "vision" be delivered by punishing drivers with a congestion charge.
133	No bus in my village. We need a bus service.
134	This village is getting bigger with new housing. We need some way of giving the children of the village some independence to go into stamford or peterborough.
135	We need a regular bus service for our local community. The village is expanding. Young people can't get out and about

136	I definitely agree that a service is required.
137	We have no bus service
138	It is essential for people to be able to travel. The village of Wittering has been isolated from the wider community of other local towns and villages for too long without a regular service that is regular and reliable.
139	This would be fantastic if there were buses again in wittering it's a very isolating place without any transportation
140	I don't use a bus because we have no bus service. If a bus service regularly visited I would use several times a week
141	The previous question asked how often do I use a bus. Unfortunately my answer is never because we no longer have a bus service in our village, think it stopped in 2019. Our village is desperate for public transport to be reinstated. It is so isolating to be stuck in the village.
142	I have witnessed the chaos that having no bus service causes here in Wittering. My daughters do not drive and were effectively trapped within the village as the nearest bus station is Stamford which is an 11 mile round trip. This has caused so much distress as they both have work in Deeping and Stamford.
143	Without a bus service you are taking away the independence of those in rural areas to meet, greet and live their lives to the full. Which in turns limits the choices they then have ie where to shop, which can be more expensive in local shops.
144	We need to reduce the number of cars on the road, to do that, we need to have a viable option. Buses are the best option.
145	The strategy seems very positive. It would be wonderful to see it working in the way described, for both the city, and its outlying Villages. We currently have no bus service at all, but one that was as regular as the strategy suggests would open doors for many who are trapped in our village without transport.
146	It sounds like a service that would be well used. Also more environmentally friendly. I would definitely use it if reliable.
147	Wittering needs a bus service, particularly as the number of houses is increasing. Parking in Peterborough is expensive, and with petrol prices it ia more expensive to get to work.
148	We have been left off a proper bus route for several years and the village needs links to Peterborough and Stamford
149	I'm a non driver with small children, my husband is in the milatry and often away I am totally isolated without a bus service in wittering to stamford and to Peterbrough.
150	An improved bus service is much needed. We don't have one at all in wittering, so when asked how often I use the bus, the answer is NEVER! Not by choice but because there isn't one here.
151	Wittering has no reliable bus service, We only have connect, which doesn't have a time table, plus your lucky to get a seat, or if it turns up.
152	The responsive bus service suggested for low population density routes appear to be a desire rather than a feasible and planned option. THis needs to be fleshed out and in the plan. Also there should be parking at all busway

	stops, e.g. I could perhaps use Oakington, but there is nowhere to park so therefore I need to drive.
153	It's important to me to be able to get to my doctor in Wansford and the hospital in Peterborough. Also for shopping and leisure in Queensgate /Peterborough
154	My village Wittering, has no regular bus service. Its a real pain for those without cars and for the youngsters. A regular, reasonably priced service would benefit all and help cut traffic. Not to mention the benefits for school children to get in and home from school.
155	People are stuck here with only a call connect bus to get out if village
156	Bus station Peterborough needs refurbishment. Levelling up funding?
157	Barriers to entry for bus use need to be significantly removed. Bus shelters in Peterborough have poor cleanliness/condition and where real time info is not provide= timetables are non-existent or out of date. This creates a barrier to entry that has to be addressed as a matter of urgency and before other issues. Even timetables in Queensgate Bus Station are out of date
158	There needs to be a much stronger tie-in with other public transport, such as the existing heavy rail network in the county and improvements to that network along with potential light rail initiatives in the future.
159	I think it's incredibly important to have means of transport when you live in an isolated area. I do drive but I have teenagers that are stuck here where we live and I do also like to take the bus into town every so often because parking is difficult.
160	Wittering and surrounding villages needs a bus service asap, connecting Stamford and Peterborough
161	The reason I have selected "never" to how often I get a bus, is because my village does not have any buses to use!
162	I don't use buses at the moment because we don't have any regular bus service to/from Wittering. Your vision is excellent and if it comes to fruition I would be making all local journeys by bus
163	Actually I'd just like a reliable, regular, bus service in our village, instead of having to rely on connect bus.
164	My son would love to be able to use a bus to be independent- he currently relies on others to take him out of the village.
165	Living in Wittering it would be great to have a bus service so we can be 'better connected and not have to use cars
166	Rural areas need better services, but more money is spent elsewhere
167	We need the links. I used to travel every week day to work on the bus, but due to a disability and the reduction in service can no longer do this. Now feel very isolated and useless.
168	I live in a village (Turves) that has no public transport links whatsoever, hence I would be unable to use a bus if I wanted to.
169	It is vital that bus strategy is part of an integrated system of public transport. Bus use need to link with trains. In order to encourage bus use there needs to be much clearer information in a variety of formats which are easily accessible to all. Being able to track buses en route via an app would be very helpful.
170	We really need a bus route in Wittering so we can get to the shops, doctors, dentist etc

171	Never use the bus due to not having a service
172	The small village I live in really needs a bus for the local community. Our closest shopping facility and medical practice is too far for our vulnerable and disabled and none driving residents.
173	I don't use the bus at this moment in time as they run the wrong times but if we had a service like we had years ago I would use them regularly
174	I would love to use the bus if it came to wittering
175	It allows people who dont drive or cannot afford to a comfortable way to travel with a guaranteed journey and no cancellations, It also helps people who live in rural areas like me who lives in wittering where there is no busses only call connect which is u reliable and has no set times.
176	Also need to ensure Training and on-route facilities for drivers Integrated ticketing across all bus operators and transition to Mobility as a Service type ticketing across all modes of travel. Better information/real time information for passengers across a range of platforms, including actual bus tracking Integrated route planning/access to timetables across all operators. Clearer how to use a bud information at bus stops and interchanges Behavioural change activities to support the transition to bus from cars
177	I can't use the bus service as we don't have one. The call connect service is no good. Can never book one for when I want!
178	We need a regular service in rural areas.
179	It would be great to have a service resurrected again for n Wittering and surrounding villages, it is very isolating to be unable To roam with out this service
180	I strongly agree ONLY IF first the following happens: Significantly increasing the number of reliable buses, operation from 4am until 1am and buses are well maintained (cleaned and disinfected with steam everyday), affordable. It sounds the plan is more for healthy fit people and little attention to people with extra needs. Please bear in mind there are times for example I cannot use bus on health grounds and must rely on taxi or a friend's help. I do not like your plans affect availability of taxi services or my friends willingness due to congestion charge to help me to attend my doctor appointments.
181	You won't attract car drivers without a more frequent and reliable service at the times it's needed
182	Current services are not fit for purpose. It takes 1.5hours on occasion for me to get from CB24 to Addenbrooke's Hospital. I am unable to cycle due to a disability so have not choice but to drive.
183	It would be beneficial if there was a way to take bicycles onboard (or attached) so that if you live / work a little further from the bus stop you could get to it with relative ease.
184	For young families, elderly, disabled, people working in Peterborough who all live in the surrounding villages it is so important to be able to have a trustworthyand regular bus service.
185	Bus frequency in Coates and Eastrea make buses virtually not an option for travel

186	all sounds nice, but nothing specific on how. Prefer improvement with minimal impact on environment by use exsisting travel corridors, even if this reduces connectivity.
187	Rural villages need connectivity Cities need less cars
188	Some of the principles are sensible, but aren't well defined. i.e. define comprehensive, affordable, faster, quality. While all are sensible aims, this is a long list of priorities that covers everything. This doesn't focus in on what's most important for our area and so will do little to help define what needs to hapen.
189	Buses need to compete with private cars for cost, convenience and - perhaps most importantly - reliability. The latter is what is currently most noticeably missing.
190	I do not drive because of sight loss, and if I cannot use a reliable bus service I am completely dependent on my husband to do shopping, voluntary work or social activities. Without these I will become more of a burden on statutory services, and quite simply my life will not be worth living!
191	We live in a rural area and to my knowledge have 1 bus service a week at times not suited to anyone working. We are 8 mile from a city and can not get public transport there.
192	Our nearest bus stop is either 2 Miles away in either direction as we don't get regular buses through our village. 1. Walk 2 miles unlit narrow road. Cross 2 motorway slip roads to Norman cross from Folkworth. 2 miles back carrying shopping isn't good or for an elderly person. 2 walk to Stilton NO PATH! Down hill 2 mile walk to bus stop. Up a v steep hill on the way back oh did I mention unlit road in dark no path on way home. No social life for youngsters to go out of village or elderly to get a bus from Folkworth. We all have to rely on our cars , so that's about 2000 cars in and out of the village because no buses. Can't use bus pass until you get to The Eagle near A15 Yaxley road or walk to Stilton. Anyway is to walk and then get picked up from Norman cross or Stilton village. Using a car 2 miles there and 2 miles back, just to pick someone up. We could otherwise use an uber cab. Straight to town and back to our doorstep. But no buses go through that go to Peterborough or Huntingdon. So pay council tax for no buses.
193	Great idea but not if it cuts services to the villages.
194	The infrequent buses that come to the village do not run at convenient times and do not go to places I go to
195	We in Wittering haven't had a bus service for quite a few years , makes it hard to go to the doctor or shopping if you don't have a car .
196	We do not have a bus service from folksworth/ Stilton to Peterborough/Yaxley/ Hampton. I feel this would really help our youngsters and elderly that do not have access to transport easily.
197	All the listed objectives are noble and reasonable (and obvious aspirations for a useful and sustainable bus service). No need for "tick-the-box" politically correct statements such as "that is

	inclusive" and "We want to create a more connected region, which will encourage active and sustainable travel, improve health and wellbeing and reduce private vehicle journeys." - these are general, obvious aspirations applying to all strategies and not needed to be stated.
198	I only use the connect service less as we don't have a regular bus service. If we did I'd use it rather than drive.
199	A vision is one thing, implementing it is another. I live in a rural area with very limited bus service. no bus service to transport the village children to school. No bus service to transport workers to and from work. Infrequent of no service to villages in area.
200	There needs to be a strong alternative to using the car, it needs to be more appealing than the car, for the good of the environment, congestion and making the area more liveable. Those who do to have access to a car need a good bus network so they are not excluded from activities
201	Accessibility and affordability combined with reduced traffic are great aims.
202	We are a secluded village and people live her with no ways of means of transport so are very limited. This village is in desperate need for a regular, reliable bus service.
203	We need a better bus service.
204	Would be brilliant to have a bus service back in are village
205	We just cannot keep on using cars they take up valuable space where children could be playing on estates! They are expensive to produce and run they are helping to poison the air we breathe and killing our planet everyone should be able to have a bus/ tram or train to use it's a very necessary service what a much better world we would have without most people using buses / public transport!
206	A major problem with using buses is the lack of timetables at bus stops. Woodenly confining them to web sites is not very helpful and the illuminated information boards at stops is not helpful if customers are not aware that a bus is due.
207	There isn't a bus service where I live
208	There needs to be better facilities for disabled people. Having read the strategy there doesn't appear to be any encouragement for infirm/disabled to use buses rather than their cars
209	I live in Wittering which is isolated between Stamford and Peterborough and needs a regular bus service running for people and families to be able to get out and about again.
210	I don't drive & I'm lucky I'm able to earn a living within walking distance of my home because the only bus in my village is a fairly unreliable CallConnect. When we had a regular bus route to the local towns I was independent & felt a part of the wider community. Now I'm simply isolated, as are many others. The Bus Strategy would improve our lot, as well as reducing congestion & pollution.
211	It's an essential part of achieving net zero.
212	I think if we could get more people to use public transport it would do the environment good. It also helps combat loneliness as it gets people out and talking to others so also helps mental health
213	We should ensure a wide network of bus services, especially in rural areas, to enable people to get about and to discourage reliance on cars.

214	I said "never" to the previous question "How often do you use a bus?" because we have no bus service in Castor & Ailsworth to use.
215	We don't have a regular bus service, so have to depend on availability of Call Connect.
216	Public transport is a must to save energy and to improve the lives of people now stranded in villages where bus services have been withdrawn.
217	We have no service at all so any bus service will be an improvement
218	I have put never as we do not have a bus service in Castor and Ailsworth our Peterborough to Stamford one was stopped during covid!!! I would use one if there was one
219	We stopped using the bus because it unreliable most days. The operator does not communicate either refusing to accept phone calls or failing to reply to emails. They also charge the same fare regardless of where you get on the bus; i.e, same fare from uppingham or castor into Peterborough.
220	As we have no service at the momentas a family we would love to see a bus reinstated for a greener more convenient way to travel
221	Villagers need a regular and reliable bus service
222	We need a bus service or more cars will be on the road and also it stops people going into City to shop with makes no sense at all
223	At the min the buses are not usable the only bus scheduled is one that picks the school Kids up so is a no go for other users as it's always full and very noisy ,. The ones you can pre book are rarely available and rarely have space for wheelchairs or prams ..
224	Less cars on the road
225	I I feel strongly that we need to preserve our environment and also wish to be less isolated ion Wittering.
226	it would just be good to be connected to the surrounding area
227	Firstly I haven't used bus service as much as I'd like because of lack of availability at times that I would like. But would appreciate regular services perhaps alongside a call connect option to be flexible. Need to reduce car use and provide community service especially for those more isolated.
228	No buses are provided to our village and so people struggle to be able to access services. I would volunteer within city but given high parking charges i dont. A bus service would offer an affordable way to access services and opportunities. Helps climate change also
229	I think there should be an easy to use, regular bus service to the villages for all ages. In Castor with the development of Woodlands there will be more low paid staff who need a cheap, reliable way if getting to and from work.
230	We need a useful comprehensive bus service especially from rural areas to the city for work . A regular service for morning commute and school times , at least hourly . If there is this service then it would be used but to be used it needs to be regular and easy to understand
231	I would love to use a bus
232	I support the aims of a comprehensive strategy. Living in a village with no bus service makes independence impossible for non drivers, the most vulnerable in the community
233	Many places such as Wittering have no bus service connecting them to their closest town ie Stamford and Peterborough forcing car use

234	My previous answer that I never use a bus is because we don't have one in Marholm. If we did I would use it.
235	HAVING NO REGULAR BUS SERVICE AT ALL ONE IS TOTALLY RELIANT ON THE CAR WHICH IS AGAINST THE POLICY OF REDUCING MOTOR TRAFFIC IN THE CITY,
236	Need to reconnect villages better to the town to provide an alternative to driving and reduce carbon
237	The rural focus on on-demand buses is concerning if not also part of a peak-time scheduled services for the same areas.
238	I doubt that it will address the fact that there's no bus service for me to use despite living only 6 miles from central Peterborough. I have no choice but to drive even though I would prefer not to. My neighbours are in the same position and one even moved to Bourne a couple of years ago for this very reason
239	Some consideration needs to be given to the times at which buses run.
240	Wittering does not have a bus service!
241	public transport involving buses is essential to the life of rural villages and reducing car transport
242	A good public transport is essential to ensure everyone's independence, affordability and environmental sustainability. My rural bus service was cancelled over 3 years ago leaving many villagers stranded and an increase in car use locally.
243	Don't use a bus as there are no buses in and out of Wittering. My 13 year old is trapped in the village.
244	It would be wonderful to have a bus service near my home and great to be able to rely less on a car for transport.
245	No buses to my village - why doesn't your previous question allow this to be clarified. Obvs I never use if you never provide.
246	Currently no bus service available. Option to use a bus service is not available
247	No bus service available. I use call connect but the journeys are not direct and take longer. Cannot be trusted to meet appointment times. Feel isolated and everyone assumes we have access to the internet. My daughter is assisting me to complete this survey.
248	We NEED a bus service to serve all residents & age groups in the village.
249	I have put I never use a bus service from our village to town is that we DONT have a service at all and haven't had one for a number of years . If we had one I would use it at least once a week . We are being forced to use our own vehicles which causes masses of pollution.
250	Our village has no bus service, no shop and no cash machine. We are virtually cut off and we only live about 3 or 4 miles from Peterborough. Why is nobody willing to help us?
251	My village and the villages of my wider family now have no bus services at all. However I have detailed that I catch buses several times per week which I do but normally over in Norfolk where I now choose to spend my money when shopping and on leisure activities where they have buses available every 15 mins

252	I am in agreement with this strategy, however for most people with cars they like the comfort, safety and convenience, and no matter how good the bus service car drivers in the rural areas around Peterborough are unlikely to switch. Also if you do your weekly shop by car you are unlikely to be able to carry that all on a bus. This is a difficult thing to address, how do we get people out of cars and onto public transport.
253	Anything project which reduces carbon emissions is good. Any project which puts passengers first is good. Franchising seems to be good way of freeing Cambs from the Stagecoach stranglehold. A project which achieves its present well described goals without reduction or revision is good. would use a bus more often if I could rely on the vehicle actually arriving and if I could actually understand the timetable. We have a Ukrainian guest. Helping her to work out which bus gets her to Bar Hill from Oakington has been a complete nightmare. Buses often don't run to time and she has long cold waits. A bus driver shortchanged her and was rude. Stagecoach has still not replied to my complaint lodged in November 2022. Any thing you do has got to be better than what presently purports to be a bus service. David Reeves
254	Without a regular reliable bus service I struggle to get into work in Ely and Uni in Cambridge from Chatteris which has no train station. The disrupted Stagecoach service impacted on my job and education!
255	The Vision/strategy is aspirational and we need to see more detail. Ten years ago (2013), Swaffham Bulbeck had a great service and that has eroded to what the strategy wants to resurrect now.
256	It's difficult to see how anyone could disagree. The problem is turning wishes into reality.
257	The vision is fine but how much of it is affordable and achievable? You have to get the basics right first, such as good information at bus stations and bus stops, and at the moment even this is not being done so you are starting from a very low starting point.
258	As a regular bus user I agree with the content of the overall Vision as outlined but a full strategy must include far more imaginative and innovative ideas to solve the bus problems in Cambridgeshire towns and cities during rush hours.
259	more regular buses connecting all the rural areas are good
260	some bits are fine- i think more reliable and frequent busses are more important than faster routes. i think each village should at least have hourly busses during working hours so people can use busses to get to work
261	There isn't a bus where we are so to expand the bus network would be highly beneficial to us!
262	I answered that I never use the bus but that's because there isn't one. If there were I would use it regularly to go into town both during the day, evening and to get to the station. There are many older people in our village who can't drive and have no way of getting to the shops easily.
263	Need to look at smaller buses rural areas so that actually have buses. It can't be economically viable to have a 44 seater bus carrying 3 passengers.
264	I always took the bus into Peterborough and return but our bus service was cancelled several years ago and now I have to travel by car to Peterborough.

265	I agree with your vision but it will never work. Residents are disillusioned with the bus service in our area. Our village has a 20 min walk to the nearest bus stop, this route citi4 was taken away from us by stage coach and only returned when there was increased funding. Stagecoach now supply unreliable and mostly cancelled bus service. Why would I not use my car and use the bus ??
266	Lots of words making up a nice to read word salad but the ground reality is it took me more than an hour by bus when car takes 20 mins!
267	Coordinated bus routes and timetabling so east west and north south journeys are possible
268	I don't agree with the statement, but I do align with it. It would be nice to have a convenient, easy to use, reliable and good value for money, service that is an alternative to the car.
269	I think the document needs to be considered as a public transport strategy, acknowledging the role of other forms of public transport (Taxi, community transport, DRT and Rail) as a system of transport to enable access and connect people with the activities they need to undertake. The document needs to draw together the non service aspects (event if delivered by others partners) such as route and interchange infrastructure, information and data, I don't think the documents provides the evidence and the baseline data to support people to live their lives.
270	franchising essential. Easy to use, clean, reliable essential
271	Unachievable, wishful, unaffordable, nonsense
272	The only way to reduce traffic along the A14 corridor is regular and rapid transport between Peterborough, Huntingdon and Cambridge. The guided buses actually take far longer than sitting in your car on the A14. Buses are simply not the solution - they might be fine for transport within/between villages but are pointless between larger towns or cities of Cambridgeshire.
273	With an ageing population and, thanks to Brexit, a shortage of EU bus drivers I struggle to understand how this strategy can be delivered in practice.
274	I have said for many years that a more frequent, more reliable service will attract more passengers; instead services have been cut and become unreliable, i was once told that Little Paxton did not need a better bus service as everyone there had 2 cars. I did not have access to a car. By getting a lift or walking to St Neots i could catch the bus to Cambridge and onward to Bar Hill to visit family - untli those buses aslo were changed, and now I get a lift the whole way to Bar Hill or use a taxi. Many St Neots folk tell me they would travel a lot more on the bus (to Little Paxton events, to Hinichingbrooke hospital for example) but the buses are so unreliable they dont even try.
275	Your funding model is flawed . You have made a shambles of ting then Stagecoach then you want to use them again. Congestion charge for nhs staff and patients is abhorrent
276	I;m not looking for a faster service, just one that is local and reliable. I live over a mile from our nearest bus stop. In Hardwick there are no buses through the village, only on St Neots Road. I'm looking to be able to get to Addenbrookes, City Centre, nearest local village of Comberton for the doctors and to Cambourne for shopping

277	It has been my opinion for a long time that we all need to use public transport as much as possible but it needs to be cheap, reliable and efficient to attract passengers.
278	Needs better bus service to villages only two buses a day where I live makes it impossible for people to use public transport.
279	While I strongly agree with the Vision I believe that it is incompatible with CPCA's current Bus Strategy, which demonstrates a lack of effective Partnership with bus operators, and an absence of a strategy for Bus Information
280	Clearly this is the way forward for any city as long as such an efficient integrated, cheap to use service can actually be achieved.
281	In order to encourage more people to use the bus service it has to be reliable frequent and quick for example were the 66 bus st neots to huntingdon runs once an hour and takes an hour a car takes 20 minutes.
282	It says all of the right things, but I have no confidence in the governance infrastructure, legal powers, or revenue raising powers that the CPCA will be able to deliver on that vision.
283	Bus Network is OK. No change needed. You can't integrate it with anything else - In Peterborough it's a complete nightmare to get buses near to the station. Fares have to be realistic or routes will be unsustainable. No need for new buses. Bus maps are best form of making it understandable. Buses can't go any faster in heavy traffic & Peterborough roads are not wide enough for priority lanes or other measures - far more trouble than they're worth. High quality passenger waiting facilities?? Desperately needed but PCC won't do anything about that. You can only double the passengers if you allocate more buses at peak times. Car users won't swap. I have no faith in Peterborough creating better bus stops or improving information. PCC doesn't care about bus passengers because they're not users or drivers. PCC regularly ignores public opinion. I'm an ex-bus driver - drivers need to be involved in this so that improvements are based on realistic goals and current conditions. Theory is no use - experience, knowledge and understanding are what matter.
284	More buses and routes from my village would be outstanding.
285	Make sure disabled people are included properly in proceedings
286	On the previous page I entered I hardly ever use the bus service - the reason for this there are hardly any busses to use. If I want to return from March and or Ely I have to do so vey early
287	I cannot walk as far as my nearest bus stop
288	The buses MUST be controlled by the county or the combined partnership or the GCP or something, whether it be through franchising or otherwise. Private companies should not be determining the levels of service because people are unable to make long terms plans around companies with short term vision.
289	If buses were better at serving more areas and reliably providing faster service, many more, like me, would use buses.
290	This vision is far from current reality
291	I do not drive and have no alternative means of travel which I rely on to get to work. At present this is not working well and there is vast room for improvement.

292	It would be great to have a regular service so that you don't have to wait for ages for a bus. More than one an hour would be great, Also greater coverage of the region with timetables that enable you to get somewhere and return easily.
293	As we age, we become more reliant on buses. Also, it saves us petrol.
294	Buses aren't reliable enough and take too long to get to your destination
295	To many cancellations at present if the idea to implement this happens then it might work but I do have reservations
296	<p>Current provision is not fit for purpose, relying on commercial providers "cherry picking" the routes that will make them money (either through passenger numbers or subsidies). The largest of these commercial providers continues to argue that passenger numbers have fallen since the pandemic, without acknowledging that their own services have not resumed pre-pandemic levels.</p> <p>There is currently no incentive for anyone to swap from travelling by car to travelling by bus. For example, one day a week I do my commute to work by car and it takes 25 minutes. Four days a week, I do the same commute by bus and it can take between 45 minutes (if both buses run to time and I run between bus stops) and 1 hour 10 minutes.</p>
297	The limited bus service we have in our village is totally inadequate. I would use buses more often if we had a service which serves the needs of the village and which I could rely on.
298	<p>There are hundreds of reasons to improve public transport, all are well documented.</p> <p>The big problem is how to persuade car users to change to bus and train. It's chicken and egg in my view, and it will take a long time to convert.</p> <p>The hot potato in the plan just now is the congestion charge proposal. It has seriously upset a lot of people. Of course a decent bus network must be funded and I strongly believe this is a central government responsibility. This applies to any brand of political governance.</p> <p>Publicity, promotion, comfort, reliability, convenience.</p>
299	I score less than the maximum as the vision also needs to minimise the number of connections - for instance, it is unattractive to travel from Girton to the train station if one knows that it involves a change of bus in town - if I was certain that my connection would be less than 10 min wait, I would not mind, but what are the chances. I also regularly travel from Girton to Addenbrooks and Girton to Histon and both of these also involve a change of bus - very unattractive
300	It covers most of the current problems. One important point that is not clearly made, is the IMPORTANCE of a full seven day service. Households may not need two or more cars, but will not get rid of un-necessary cars if the bus service cannot provide the same availability at ALL times as a car.
301	More emphasis is needed on connecting people to places of work but also study especially from rural areas and across cities
302	Not enough focus on disabled/chronically ill/older/parent users

303	<p>This strategy should be more ambitious.</p> <p>Doubling bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%).</p> <p>In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control. This should be explicitly explained in the vision.</p> <p>“Transitioning to new, low emission vehicles, providing all the benefits of modern bus travel” sounds weak compared to the strategies in other cities. For comparison, the vision for the West Midlands says: “A world-class integrated, reliable, zero emission transport system providing inclusive travel for all”. Cambridgeshire’s bus strategy should be at least as good as other places.</p> <p>The strategy also fails to adequately integrate with other local travel strategies.</p> <p>This vision should include everything listed as well as: There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. All stops should be connected to a footway which is suitable for use by passengers using wheelchairs or other mobility aids. All stops should display printed timetable and key fare information and a location-named bus stop flag with the phrase ‘Towards [key destination(s)]’. Wherever possible a shelter, with seating, lighting, and timetable and real-time bus information should be provided. Key edge-of-town and edge-of-village locations should be developed as ‘travel hubs’ with secure cycle-parking facilities and interchange facilities with demand-responsive transport. Reliable bus services that users can trust. In addition the aspiration of “Buses are part of a fully integrated and planned transport system.” should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking.</p>
304	<p>It is all well and good to have this vision. For me one simple bus to get into to Cambridge would be my vision. At the moment I am unable to get into Cambridge or indeed any local town without driving , parking somewhere and then getting a bus. I usually use the Park & ride .It is unlikely that the se of cars will be zero and there needs to be travel hubs with AMPLE parking.</p>
305	<p>The strategy doesn’t include any elements that relate to making bus transport more accessible to wheelchair users or people with children and pushchairs. It also aspires to low emissions but doesn’t say by when, and how it can be achieved. Additional buses on the road will increase congestion on busy roads, because the strategy cannot guarantee that people will drive less. It doesn’t mention additional stops on routes, or internet availability</p>
306	<p>To help reduce traffic in the city. To speed up travel. To make it cheap/affordable.</p>

307	I am well over 65 years old with a bus pass and have virtually all my life advocated this strategy. We need better quality operators, with the exception of Stagecoach virtually all operators are coach firm companies who ventured into school services with their ancient vehicles. We also require our local authorities to operate their own buses.
308	I would appreciate low emission buses and better bus connections between villages around Cambridge. I'm unlikely to change my habit of walking or cycling around Cambridge city and am unlikely to increase my minimal bus use.
309	The objective of delivering a frequent and reliable bus route would provide me with a viable means on commuting to and from work.
310	I agree in theory, but do not believe you are proposing the right changes to enable this to happen
311	I have a bus pass so use buses whenever convenient so it is in my interest to have a good service.
312	We need regular alternatives to private cars, if the present services are inadequate and unreliable, so one finds them too difficult to use, especially when one needs to be somewhere at a set time. The return journey is not guaranteed to turn up potentially leaving passengers stranded .
313	Not ambitious enough. Needs to explicitly state that buses need to be brought under the control of the combined authority through franchising, as is done in London and is now being done in Manchester. You do not mention mobility impaired disabled people at all here. They are significantly affected through vehicle choice and should be front and centre in your strategy as people vulnerable to being left stranded without transport that meets their needs.
314	I am responding on behalf of TTP plc in support of the Combined Authorities draft bus strategy. TTP plc is part of the TTP Group which has been resident in the village of Melbourn since its formation 36 years ago. TTP plc currently employ 320 people and are expanding onto a new development adjacent to the Melbourn Science Park formerly owned by TTP but now in the ownership of Bruntwood SciTech. The development to be known as The TTP Campus will be handed over in March 2023. Some 340 staff will be moving into the building and the objective is to increase the headcount to 426 before April 2026, with several subsidiary companies remaining on the Science Park. I appreciate that your consultation is directed towards key strategic aims rather than granular issues. I have provided a specific response as a business as I believe that answers will have wider application. A Travel Study undertaken for TTP in 2018 and refreshed in September 2021 in support of a planning application for the development of the TTP Campus identified that 90% of staff lived outside the village of Melbourn. The Survey identified 33% of staff lived elsewhere in South Cambridgeshire and a further 15% in Cambridge itself. The bulk of the remainder live in North Hertfordshire. TTP is targeting a provisional target of a 5% reduction in the overall peak period car borne traffic within 5 years with a corresponding increase in use of public transport and other reduction measures. This target will be reviewed

	<p>following a baseline travel survey to be undertaken following occupation. TTP has undertaken to promote the use of public transport including local bus routes along Cambridge Road as an alternative to private car use and committed £136,435 towards improving connectivity to public transport and a further £108,059 on upgrading two bus stops on Cambridge Road along with a commuted maintenance payment.</p> <p>A range of measures were proposed in this Travel Plan to seek to reduce car use associated with the development, including promoting bus use which did not register as a primary means of travelling to work with the need for a frequent and reliable bus service connecting to where people want to go be it where people live or a transport hub. Connectivity and a comprehensive network providing a direct connection is a key consideration. The Survey indicated interest in connectivity to rail stations.</p>
315	<p>In urban areas having a fast, frequent, reliable and affordable bus service is key. I would like to see simple flat rate fares with tickets interchangeable across operators. In Peterborough in 2004, Stagecoach introduced ten minute frequencies in much of urban Peterborough, which meant that people did not need to have a timetable but could just turn up at the bus stop....this produced a big increase in passenger numbers at the time.</p>
316	<p>Bus service needs to be reliable, To be easy to get information without needing internet or smartphone, because partially sighted people cannot use them.</p>
317	<p>Busses to enable those living in rural and semi-rural areas to attend flexible work shifts at a variety of locations across the wider county/UA areas</p>
318	<p>Just forget the new strategy. Just ensure that the current timetables are realistic with all buses on time and not cancelled without notice.</p>
319	<p>"A doubling of bus passengers (based on 2019/20 levels) by 2030"</p> <p>This is unachievable, we live in county of small villages, if a "A comprehensive bus network, better connecting people to places across all parts of the region and beyond" and "A more understandable bus network, services and fares, with clear information and easy ticketing" were true with the above, it would be impossible.</p> <p>My village currently has no bus, no shop, no post office, no pub, no recreation ground.... the bus would only be serving to ferry a handful of people about, therefore it would be likely 90% of the time not be collecting or dropping anyone off, and then we all know what happens, the route gets cancelled or prices go sky high. So, a car is the only alternative.</p>
320	<p>I feel like the strategy is a good start. However, I feel the lack of focus on cross county travel outside the new routes will not help in the reduction of traffic on some main routes in more rural areas especially fenland.</p>
321	<p>I agree with the Bus Strategy Vision but believe that it is incompatible with CPCA's current Bus Strategy, which demonstrates a lack of effective Partnership with bus operators, and an absence of a strategy for Bus Information</p>

322	<p>While the use of fossil fuel based and harmful emissions spewing out from the exhausts of idling and non-idling to power buses around Cambridgeshire, I will use them as infrequently as possible, and instead use my much cleaner EV. I hate standing at bus stops with my small children breathing in idling diesel engine bus fumes.</p> <p>I do however understand and support the need to reduce congestion: one of the main points and positive elements of bus use. Just a shame the buses are so bad from a climate and air quality perspective.</p> <p>I see from the strategy EV buses are coming in, but this is not fast enough.</p>
323	Tf we had a service we could rely on we would use the buses more often
324	We have to cut down on the use of cars global warming, pollution and waste of time caused by congestion are all reasons
325	Given the hotchpotch patch of bus operators in this area and they are mostly small operators who historically tend to be bought out by a larger operator it is difficult to see how this can be achieved
326	Seems like a fantasy, a fairytale
327	Services are being reduced in rural areas or are so bad it makes public transport non viable. Buses are not disabled friendly, in the past I have often been left standing or struggling. It's not efficient as a method of transport.
328	Better connected services are required in Peterborough - more linked "circular" routes needed to avoid having to make trips in/out of the city centre.
329	It does not better connect people, to get to other places thorough the city houhsvr to go into town first and change eg to get from Hampton to cardea, have to go into town to come back out again
330	I agree but depends on how it's implemented
331	<p>I disagree with a 'congestion charge' or what is actually a car user charge paying for buses. If buses are reliable, access villages and locations not served or poorly served by bus services and provide value for money fares then buses are more likely to be used rather than cars.</p> <p>This is what happens in many countries with a good bus service for the public. Perhaps some research of other countries would be a useful exercise for the combined authority.</p>
332	A convenient, regular, inexpensive bus service is vital to improving transport throughout Cambridge city and the region generally which will in turn improve traffic congestion and air quality. The public needs to be able rely on buses throughout the day, from early morning to late evening so that taking public transport is the obvious choice for their journeys.
333	Priority and expansion of busways
334	Essential to have viable bus connection to nearest main village for access to doctors, shop etc

335	<p>The vision shows that there will not be a service in Horningsea village. Horningsea Parish Council does not agree with this approach. A regular service through Hornignsea Village can achieve the following:</p> <ol style="list-style-type: none"> 1. Reduced car traffic through the village. Horningsea suffers from accidents, lots of traffic and speeding through the village. Predominantly because the road from Waterbeach to Fen Ditton and on to East Cambridge and Addenbrookes does not currently have a bus service. Buses from Waterbeach currently only use the A10 to milto0n into Cambridge. This is a major oversight and leads to people from Ely and Waterbeach choosing to come through Horningsea in their cars. A split service from Waterbeach with buses going through Horningsea will be extremely important. Especially with Waterbeach New Town being developed and the prediction that a lot of NHS staff will have to get from Waterbeach to Addenbrookes. 2. Better connectivity for residents. Horningsea is a village of commuters. Children need to get to primary schools, secondary schools and sixth form schools, adults travel to work. Everyone has to travel to other areas for their shopping, visiting doctors etc. There are no amenities in the village. A bus service is vital for a village like Horningsea and setting up a regular route (one bus per 30 minutes in either direction) would mean that people can get to and from the village without having to rely on their cars. <p>An on-demand service will not be enough.</p>
336	Aims seem to overlook speaking directly to communities to find out what the key activities they want to reach are. There is an assumption that everyone wants to get to the city centre when they may also want to reach other areas of the city for school, medical care, station or work.
337	Bus stops and in particular Peterborough Queensgate bus station should be maintained and cleaned to a much higher standard.
338	A better service of public transport helps the economy as people will go out and also will attract business
339	It seems to have a rather weak commitment to franchising, which is clearly what needs to happen here (and across the country of course!).
340	I agree with this plan but I do not believe that you will be able to realize any of your goals until you attract more people to the profession of bus driver. You can buy twice more, brand new electric luxury buses, build wide roads, bus stops etc. but who will drive them? What is your plan to bring more people to this unattractive trade?
341	New Ely city service brilliant (Stephenson's), but how do we get to Cambridge on the bus??
342	I think we should look to stringing electrical wire so that we can use trolley busses with small batteries and pave the way for a tram system.
343	Buses need to be brought back under public control to achieve real change.
344	I don't use buses because so far I am able to use by bike, and on occasion a car to support my disabled daughter. However i fully support a strong bus strategy for those who cannot use bicycles or e-bikes as a convincing alternative to cars
345	I still use my bicycle a great deal for shorter journeys, but would prefer sometimes to take a bus, especially when I wish to transport my dog. I would

	like more bicycle routes which are not crowded with cars and more buses so that they are there when I need them.
346	The vision is good but will it be implemented?
347	Living Streets has opted for an 'agree' response as the vision does not focus on safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. Public transport users are likely to have shopping, luggage, child buggies, accompanying children; a significant proportion will be older, more infirm or wheelchair users. Ensuring that such users feel assured that there is easy and safe passage to, from between bus stops and other transport modes is central to persuading people to 'trust the bus'. In addition, access to bus stops, safe shelter at stops, accurate timetables and information on changes are all seen by our members as essential to make bus travel easy for pedestrians accessing bus services.
348	The roads in Cambridgeshire are small, with limited parking space. It makes most sense to use the public transport where possible. But parts of Cambridge are still not directly connected. For example, only ONE bus offers direct connectivity to the train station from CB1 (which is also unreliable).
349	Instead of investing exclusively in cycle lanes (only of use to people who live in Cambridge), more thought is needed on how people from outside can access Cambridge quickly.
350	The reason I hardly ever use buses is that they are unreliable, expensive, and slow. If that changed, I'd probably use them really often instead of driving.
351	Buses should play a key part in car traffic reduction. Vital for increasing bus take-up is a vast improvement in information to potential travellers.
352	I agree with the principles of it and what it's trying to achieve but I don't think it will work in reality. In the village I currently live there used to be 4 buses an hour and they would extend late into the night. Prior to covid (it was unrelated to it) the buses were cut by half and the 'faster' service was removed from the timetable. At that time buses became unreliable and I'd often wait for a bus for it not to show up. Fewer people were getting the buses even in 2018. Real time info is great if it works but often there are ghost buses which don't turn up Buses take longer that it does to drive due to wait times and them not taking a direct route. The parking charges in town are the biggest deterrent to driving into town, why aren't you looking at parking levies for companies?
353	This is the healthier greener option, reducing pollution and the area's carbon footprint.
354	Currently, bus services aren't at all reliable. I would like to see a commitment to bringing the services under public control spelled out in the strategy. For numbers using the buses to increase significantly, users need to know they can rely on the service and that it is run for the public good by a local authority. I've also been made aware that this strategy had weaker goals than some areas. (W. Mids is a good example of one with strong goals. ""A

	world-class integrated, reliable, zero emission transport system providing inclusive travel for all".)
355	The strategy is good but not ambitious enough. In order to deliver even the goals set out, the bus network will need to be publicly owned. This is not stated and should be a goal in the strategy in order for it to be operated in the most strategic manner.
356	Important that buses will part of a fully integrated and planned transport system. I don't see why tram services in Cambridge and Peterborough could not be laid on. Given the lamentable performance of the private sector, this strategy needs to adopt franchising. A 2030 target for passenger numbers is all well and good but we frequently see this long-term targets forgotten so recommend additional shorter term targets to keep on track.
357	We have a daughter with a severe mobility issue, and using buses today is very difficult for her. I would like to see a more ambitious agenda in terms of access for people with disabilities: A clear commitment to more accessible bus stops, including wheelchair-accessible pathways to all stops and wherever possible covered seating with a reserved seat for people with disabilities, as well as more accessible buses.
358	Priorities should be reliable services, operating from very early morning to late evenings. Fare structure should be easy to understand but should be realistic to reflect the service offered.
359	A bit vague. More specifics required. Yes, buses are good but what are we actually going to do to nudge drivers, including me, of of our cars. Car travel is too convenient and cheap as compared to public transport.
360	A good vision but I simply don't trust this to be implemented. From people who use buses regularly now, I know how badly run the companies are and how they often cheat the systems in place.
361	It should be more ambitious.
362	It's good but not enough! I feel that only looking to double bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%). In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control. The strategy also fails to adequately integrate with other local travel strategies - making sure that it is all accessible, easy to use, reliable and efficient. In addition the aspiration of "Buses are part of a fully integrated and planned transport system" should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking.
363	It's good, but not ambitious enough. Doubling passenger numbers by 2030 in the context of cuts and covid is not good enough. Much higher bus use must be achieved to cut car miles and reduce emissions and congestion. The overall aim should be more strongly stated, an inclusive zero emissions transport system is required, we need to be bold in making this aim front and centre in order to get anywhere close to it.

	I'm also concerned it won't effectively integrate with neighbouring regions and other transport modes. For example, ensuring cycle parking and safe paths are linked in effectively.
364	It is a mess - you fail to offer transport security (our family has ben severely affected by the sudden collapse of nearly all bus services in October 2022); and you dont highlight that the current proposals for new busways savage green verges and reduce trees in the city that currently lie along the verges of our streets.
365	Cars are horrendous in Cambridge with new builds being put up as quickly that they are. We need to be on top of more effective ways of travel affordable and sustainable.
366	It's based on a disgusting car tax grab
367	I need buses that do not waste my time: journey times comparable with car, service frequent enough that I don't have to plan ahead (i.e. 4/hour or more). My time is far more valuable than a cheap bus fare, so service that runs rapidly and punctually, and is available evenings and weekends, is more important than cost.
368	I finally found the "road charging measures" hidden away on page 13 bottom of your bus strategy document. I would imagine that should be right at the front, seeing that virtually all of Cambridge is against the "road user charge" and businesses will leave in droves if it comes. If that's how you plan to finance the buses, then it's a no from most people
369	Alternativity to cars should be about busses being a more ATTRACTIVE option if there is choice to use personal vehicle or a bus. Bus services should not be treated reductively as a viable alternative in all scenarios (i.e. a bulk shopping trip for a large family where transporting things back would be very difficult). Busses should not be funded by punishing car use via a congestion charge as a central model
370	Anyone can have a vision. This does not mean support for the congestion charge.
371	The vision is fine so far as it goes, but it doesn't go all that far. 'Doubling from 2019' is not very ambitions given current low usage and the dramatic modal shift needed to meet our emissions reductions goals. I'm not convinced that significant improvements can be acheived without franchising, and that is not explicitly in the strategy. It should be. Public, real-time and historic, open data availability should be part of the vision. This is a vital enabling technology allowing standarised software/user experience for status, routing, and analysis. Other successful transport operators have provided this, and it's been important.
372	If we had a decent, reliable and affordable bus service I would use it a lot more rather than driving through the city
373	Inconvenience, cost, time consuming
374	I don't think it's achievable

375	To include surrounding areas and villages to the city as well. Nobody should be isolated b cause of a poor service
376	There will never be a bus service suitable for all situations. Eg, if carrying large bulky items, if I'm needing to take my cats to the vets, if im on time restraints as a bus doesn't take a direct route. Its unrealistic and outdated to think that buses is a desired way of travel. I dont mind buses when its the right option for my journey. When carrying a sewing machine and overlocker and sewing equipment, it is not an option.
377	I cannot use the bus due to a health condition. Too many stops. Cars are still needed by some people.
378	I agree with the vision of improving public transport, which currently is awful in Cambridge. What I don't agree with is charging and additional tax to support something that should be already paid with our taxes and bus fares
379	All proposed changes are against a man, a resident of Cambridge. The demands of the plan are practically impossible to meet. After the introduction of CC, we, the inhabitants, will be left with nothing. There will be neither buses nor cars. Every change so far is for the worse - and this plan has no right to succeed, I am against these changes.
380	It fails to address what individuals actually want to do, which is getting directly to an enormous variety of places, very often carrying stuff which is too heavy or bulky to carry and cannot be taken on buses. It also fails to address what happens if a bus arrives at a stop and is already full.
381	It's hard not to agree with the sentiment. However for the lower paid workers, who have to commute to the city where bus or train is not an option as result of timing or cost, travelling by car is the only option. Centring the whole transport of Cambridge around buses seems neglect the fact that for many travelling by bus is not practical, in terms of the time it adds to a journey or the inconvenience of it.
382	new busways look should not remove any of the city's trees nor pave/tarmac over grass verges.
383	if you want us older ones to give up our cars drop the bus pass age down to 60
384	Taking up too much of the road network by reducing the space for cars, buses currently you up, even if on my bike. Never show up on time and cancelled. Thats why I don't use them
385	I reserve judgment if the vision becomes reality.
386	Bus journeys are on fixed routes. We can get where we want to go, in our car, in total privacy, on time and cheaply. We are not mobile enough to use a bus, are you going to penalise us for not wanting to use your very inefficient bus system?
387	If Cambridge is to function efficiently, allowing deliveries and service providers to move around on uncontested highways, then the number of discretionary private car journeys has to be curtailed, and a comprehensive bus service, integrated with other forms of transport, is the solution.
388	We have 1 bus a week to Camborne, thats it. Where are you going to find all these new bus drivers with a 4000 shortage. Never going to happen in my area.
389	We need a good reliable bus service, for too long we haven't had this

390	Talks cheap Money buys the whiskey. Taxing residents for congestion into cambridge is not the answer. I fear Parts of rural NW Cambridgeshire will not see any benefits and will only be used as "cash cows" for other places
391	The buses need to be really reliable for people to change to using them. Traffic congestion and shortage of drivers have to be dealt with as they result in unreliable bus service.
392	We need more bus services including stagecoach Cambridge to Bury St Edmunds direct and to outlying villages
393	More frequent buses to more places means more people will use it, making it better for everyone and taking traffic off roads.
394	Better busses is nice but no congestion charge. Also light rail or similar would be better
395	<p>The goal to double passengers by 2030 does not sound very ambitious.</p> <p>In terms of integrating the bus service with other modes of transport, walking and cycling should explicitly be considered, e.g. safe walking routes to bus stops, certain "hub" stops where safe parking of bikes is possible, e.g. village edge</p> <p>Better provision of timetables/live updates at bus stops</p> <p>No mention is made of the system of ownership for the bus services - the vision should explicitly address bringing buses back into public control</p>
396	The "Region" is not one that needs to be connected. Cambridge is a totally different world to Peterborough.
397	A good public transport system is essential for a sustainable and productive city.
398	<p>The strategy document only mentions 'franchising' a couple of times, but this is a key element that I support.</p> <p>The document provides no figures for existing travel use, but an increase in bus use is probably a minimum to achieve a 15% reduction in car use (especially the unwise commitment to growth in the area)</p>
399	<p>At the present time, I can't rely on Buses. yesterday I came back from London via Cambridge North Station and although I knew there were no buses stopping along Milton Road, I stood and waited for the number 2. There was no info about the bus or where to wait. When 3 Busway B buses came at the same time I asked about the number 2 and was told the bus shelter had been moved. It took ages to find it stuck in the middle of wasteland without so much as a sign or a timetable. We waited 45 minutes with no bus (apparently something to do with a blockage in Chesterton?) and eventually walked home. Our journey from London on the train took just over an hour, our journey from Cambridge North took much longer. The buses need proper signage and regularity.</p> <p>We had spent 3 days in London travelling everywhere by bus and it really brought it home how bad our service is.</p>

400	<p>Overall, I agree with lots of points of the vision, but I cannot select Strongly Agree as the vision is not strong enough. It could be a world class bus service, rather than a "good quality" one.</p> <p>I agree that we need low-emissions to ensure that the service is responsive to our needs to address climate change. But this vision should go further than that, and outline a commitment to a zero carbon service.</p> <p>I think that the vision of the bus service should be informed by what the users of the service need, which needs to be determined by talking to a diverse group of people with a wide range of requirements. I don't see that reflected in the vision. I think including this in the vision would help to foster trust with the future users of the service that their needs will be met.</p>
401	<p>Living in rural villages (in my case barely outside of the city), my children need a reliable route to school. Till 16 they have school buses for 6th form the service has been cut so they will not be able to stay at their school.</p>
402	<p>1) Our population is too widespread to support your vision. 2) Buses cannot get to locations in our Cities as many of our roads have deliberately blocked by your Councils. 3) Why should people who do not have cars think they should travel for free while car owners pay 70p per mile. 4) You cannot provide enough buses and routes to satisfy users. 5) Your plans are flawed as you have no evidence that Cambridgeshire has an air quality problem.</p>
403	<p>This strategy should be more ambitious. Doubling bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%). In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control. This should be explicitly explained in the vision. "Transitioning to new, low emission vehicles, providing all the benefits of modern bus travel" sounds weak compared to the strategies in other cities. For comparison, the vision for the West Midlands says: "A world-class integrated, reliable, zero emission transport system providing inclusive travel for all". Cambridgeshire's bus strategy should be at least as good as other places. The strategy also fails to adequately integrate with other local travel strategies. This vision should include everything listed as well as:</p> <ul style="list-style-type: none"> • There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. All stops should be connected to a footway, suitable for use by passengers using wheelchairs or other mobility aids; • All stops should display real-time timetable and key fare information and a location-named bus stop flag with the phrase 'Towards [key destination(s)]'. • Wherever possible a shelter, with seating and lighting should be provided. • Key edge-of-town and edge-of-village locations should be developed as 'travel hubs' with secure cycle-parking and interchange facilities with demand-responsive transport. • Reliable bus services that users can trust are required.

	<ul style="list-style-type: none"> Buses must be fully accessible for all kinds of disabilities and be able to accommodate multiple wheelchairs. In addition the aspiration of “Buses are part of a fully integrated and planned transport system” should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking.
404	<p>it is based on wish fulfilment and does not excuse current failure. Most of the goals are do-able already. But none have been achieved.</p> <p>What is stopping the CA now having clean buses, nice bus shelters, on time information?</p> <p>The current Mayor has shown no leadership or ability. It was a bad decision to undo the rail or alternative visionary transport option with tunnels, from the previous mayor. I have no confidence or Trust this CA leadership can deliver a thing better.</p> <p>You have had years to make small changes that would not cost much (Like providing bus shelters or a map) but its all being put into waiting for this fantasy future. At Grotesque cost to Councils and the tax payer. I am not impressed.</p>
405	Busses pollute more than cars. Why aren't there alternatives being offered—especially within city centres?
406	Better public transport is essential for quality of life, as well as environmental and economic reasons. If the combined authority can create a bus network that's extensive, reliable, frequent, fast, and affordable, then many people will switch to using the bus.
407	It is easy to use all these positive words but the reality is the delivery and I have yet to be convinced that will happen
408	Have you thought of the impact for disabled, elders, families with young children?
409	<p>If any trees or grass verges need to be removed to makeway for new busways, new trees etc. must be planted to keep biodiversity thriving.</p> <p>Routes need to be considered carefully and should not take more than 20 mins (in good traffic) to get from A to B if only a few mile journey.</p>
410	I think bus franchising WILL be a requirement to achieve the aims
411	<p>The charge will disadvantage those with low income.</p> <p>Could impact on those supporting family members where bus travel not viable.</p> <p>An infringement of our freedom.</p> <p>Will ruin city centre and cause shops to move to outskirts of city.</p> <p>Weekly shop impossible by bus.</p>
412	this is unachievable in the current economic situation. you can't even hire enough bus drivers, nobody wants this job.
413	Buses are unreliable. So many get cancelled. I can't get a bus to the school I work at for 8am. two buses that will take over 90 minutes. I have children at home so can't leave that early. There's no way you can convince us of a service to help all. It's unrealistic,

414	I cannot recommend a 'Strongly Agree' response as the proposed vision is too limited. Although doubling bus passengers by 2030 sounds ambitious, it is taking the baseline for this proposal from a time frame that includes lock-down from the pandemic and an already unreasonably reduced bus service. This in combination with the current population growth rate in the area, and the dramatic reduction in use of cars by local residents that will be imposed by the intended low emission zone appears insufficient. In addition to make this plan viable and sustainable, the bus systems must be brought back under public control, rather than left to companies that have profit as their primary motivation and little to no public accountability. We also need to have consideration in this plan for safe and appropriate pedestrian and cycle routes that compliment the bus plans, as busses are not a viable solution for some people (e.g. people that need to be able to move quickly between local sites for work, people that get motion sickness, have challenges with crowds or enclosed spaces).
415	Light rail, or very light rail, as being developed in Coventry, would be a much more appropriate mass transit system for Cambridge. See the proposals of Dr Colin Harris of Connect Cambridge for detail.
416	I think these aims are fine but a bit vague. I'd particularly like to know how you intend to attract car uses to buses - unfortunately I think that just making the buses better won't make people leave their cars at home and things like reducing parking in the city centre would have to be considered along with sustainable travel zone proposals. I think the GCP will need to take back control of buses to make any of these improvements, which should then be explicitly mentioned in the vision. Buses and bus routes should also be integrated with active travel strategies/routes and include secure bike parking.
417	I think everyone should have access to a good quality, reliable, affordable bus service. I would prefer to get the bus than drive but often I am forced to drive.
418	Would like to have alternative transportation like tram, mono rail
419	I would much prefer to use the bus than my car, but I don't because it is unreliable. Make the buses reliable and I will use them.
420	Some elements are commendable, however for some areas buses are not the only solution
421	I live in a village. We are never going to have a bus service every 5 minutes that takes us to wherever we want to go. It is always going to be far quicker, easier, & more convenient to use a car & people living in rural locations accept this.

422	<p>'Vision...' is certainly what this car-jammed city needs. It's a bit wishy-washy but is in the right direction.</p> <p>We spent some time with relatives in Munich: one payment card for buses, trams, underground and overground transport - lovely! All worked well with timetables that one could rely on - and of course the city transport system is NOT in private hands.</p> <p>One</p>
423	<p>I think the vision and ideas are good but in reality, people are not going to easily move to buses. They are very limited in size and comfort compared to rail and tram systems and are not very reliable for frequency. They also come with a lot of baggage in their perception. The last time I was using buses was from Oakington on the busway and the buses were rammed and uncomfortable. I don't really see this changing.</p> <p>The congestion charge is what will be the main reason people will look to alternative means of transport and guess what, it will hit the poorest. Can you see those taking kids to private schools, or highly paid doctors getting buses rather than paying a charge? No. So it will be those with less money who suffer.</p> <p>You should be looking at a reliable tram system that takes over the busway and goes to all of the main sites. I would use something like that. The underground metro was ludicrous but the trams are realistic for a small city with no car zones (centre).</p>
424	<p>Where is the transition to a nationalised service, like in Nottingham and London, which is responsible to the local people and not shareholders, and whose profits (if any) are pumped into investment not the pockets of the already very wealthy.</p>
425	<p>Having looked at the proposed bus routes, they sadly do not meet my needs. And the cost structure might work for one person in comparison with car use, but not for a family or group of people.</p>

426	<p>This strategy should be more ambitious.</p> <p>Doubling bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%).</p> <p>In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control. This should be explicitly explained in the vision.</p> <p>“Transitioning to new, low emission vehicles, providing all the benefits of modern bus travel” sounds weak compared to the strategies in other cities. For comparison, the vision for the West Midlands says: “A world-class integrated, reliable, zero emission transport system providing inclusive travel for all”. Cambridgeshire’s bus strategy should be at least as good as other places.</p> <p>The strategy also fails to adequately integrate with other local travel strategies.</p> <p>This vision should include everything listed as well as:</p> <p>There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. All stops should be connected to a footway, suitable for use by passengers using wheelchairs or other mobility aids;</p> <p>All stops should display real-time timetable and key fare information and a location-named bus stop flag with the phrase ‘Towards [key destination(s)]’.</p> <p>Wherever possible a shelter, with seating and lighting should be provided.</p> <p>Key edge-of-town and edge-of-village locations should be developed as ‘travel hubs’ with secure cycle-parking and interchange facilities with demand-responsive transport.</p> <p>Reliable bus services that users can trust are required.</p> <p>Buses must be fully accessible for all kinds of disabilities and be able to accommodate multiple wheelchairs.</p> <p>In addition the aspiration of “Buses are part of a fully integrated and planned transport system” should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking.</p>
427	Buses should not be paid for by congestion charge
428	It doesn't go far enough. We should be making a concrete commitment to greater public control of the network, and be more ambitious than just increasing ridership - perhaps restating it as a vision to halve car use rather than double bus use?
429	Reduce pollution levels which are frighteningly high in Cambridge
430	Who would not want this? Pointless question. Surely matter of paying for it and actual buses.
431	All sounds great. What's not to like?!! Doubling of bus passengers doesn't necessarily mean doubling of buses; we would struggle to have twice as many buses in Cambridge. Need to leave space for more active travel - cycling and walking.

432	How will this vision the financed? If it is by a congestion tax forcing me to pay to leave my home by car, if that is the way I choose to travel, then I have no interest in these proposals.
433	I'm already a keen advocate and user of buses as an alternative to private car use (because I care very much about the environment and climate emergency!) but I can see that many others need much stronger incentives and help in order to make the switch. Currently, it is far too much like hard work to actually work out where and when buses go, and how one can pay for a ticket, etc.
434	This strategy should be more ambitious
435	The plan should be more ambitious and integrate with other transport modes and strategies, including cycling.
436	<p>This strategy should be more ambitious. Doubling bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%). In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control. This should be explicitly explained in the vision. The strategy also fails to adequately integrate with other local travel strategies.</p> <p>This vision should include everything listed as well as:</p> <ul style="list-style-type: none"> - There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. All stops should be connected to a footway, suitable for use by passengers using wheelchairs or other mobility aids - All stops should display real-time timetable and key fare information and a location-named bus stop flag with the phrase 'Towards [key destination(s)]'. - Wherever possible a shelter, with seating and lighting should be provided. - Key edge-of-town and edge-of-village locations should be developed as 'travel hubs' with secure cycle-parking and interchange facilities with demand-responsive transport. - Reliable bus services that users can trust are required. - Buses must be fully accessible for all kinds of disabilities and be able to accommodate multiple wheelchairs - In addition the aspiration of "Buses are part of a fully integrated and planned transport system" should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking.
437	In principle, better reliable services are the goal. I'm not sure EVs have the longevity to provide a reliable service, based on my reading. I worry about aspects of the strategy.
438	bus is only one form of transport. Light rail anyone?
439	All makes sense if delivered
440	Need a tube system for the City Centre.
441	The strategy is entirely positive, but does not balance cost-benefit. Key deliverables necessary for successful implementation, such as recruitment and retainment of drivers, subsidisation of unprofitable routes, integration with other transport (e.g. secure bike storage near bus hubs), are not even mentioned.

442	I think the vision and overall strategy is very weak and lacking in any real future vision that gives me any confidence in achieving anything more than the most basic of bus service. It doesn't seem to be anywhere near what some other parts of the country already offer, yet alone are striving to go further to offer yet more.
443	Visions in themselves are pointless. This is all just aspirational waffle. It is almost impossible to disagree with. But it does not give the reader any sense of what in reality might happen or when
444	<p>I agree with the strategy, so far as it goes. But it is not ambitious enough. The scale of reduction in private car use needed for congestion and climate goals will require a greater increase in bus usage than the doubling proposed. The only way a transformational improvement in services and ridership will be achieved is via bus franchising.</p> <p>Aside from services being sufficiently frequent and reliable to bring about a big shift from private car to bus use, the strategy needs to dovetail with thinking about active travel. Bus stops need to be safe, comfortable environments, and there should be safe routes and secure cycle parking to open up bus use to people who live beyond easy walking distance from a bus route.</p> <p>Other things which are vital for increased bus use are simple, convenient, contactless/smart card payment along the lines of the London system, including paying once for a journey involving a change of bus; and developing hubs where passengers can change from one bus to another with minimal waits, and safe, comfortable places to wait where necessary.</p>
445	<p>It is important to understand that buses cannot replace ALL car journeys. I would use them more, but most of my journeys cannot easily (or ever) be undertaken using buses.</p> <p>They must be attractive enough to users that they are self-funding.</p> <p>They MUST NOT be paid for by penalising car drivers through measures such as the extremely unfair Cambridge CONgestion charge</p>

446	<p>This strategy should be more ambitious.</p> <p>Doubling bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%).</p> <p>In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control, by franchising under Bus Services Act 2017.</p> <p>This vision should include everything listed as well as:</p> <ul style="list-style-type: none"> • There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. • All stops should be connected to a footway which is suitable for use by passengers using wheelchairs or other mobility aids. • All stops should display printed timetable and key fare information and a location-named bus stop flag with the phrase 'Towards [key destination(s)]'. • Wherever possible a shelter, with seating, lighting, and timetable and real-time bus information should be provided. • Key edge-of-town and edge-of-village locations should be developed as 'travel hubs' with secure cycle-parking facilities and interchange facilities with demand-responsive transport. • Reliable bus services that users can trust. <p>In addition the aspiration of "Buses are part of a fully integrated and planned transport system." should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking.</p>
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Appendix 1b: Comments to Q6. How much do you agree with the Aims of the Bus Strategy



Response Number	Please explain why, if you wish, and add any other comments you may have.
1	Are these questions anything to do the the GCP charge, as it all seem very familiar
2	This sounds almost utopian....but would be amazing if it happens...
3	If this is not achieved I think Cambridge city will become gridlocked with cars at times, polluting, and the centre will be less attractive to Cambridgeshire citizens and less sustainable.
4	I hope this would cut down on having to change buses halfway through a journey. This all adds to the stress of wondering if a connection will turn up or has already gone and adds extra time which is irritating.
5	A multi operator ticket should be standard and affordable. Buses should operate to times to support onward commuting, for example by train, and should support the night time economy. Consideration for a limited night bus service should be considered for both Cambridge and Peterborough.
6	Again, i like where the plan is attempting to take the buses, but i doubt that it will be actioned by the CA.
7	This is just not realistic. Rural buses, for example, operated by Whippet on the X3 line are old and break down frequently. There are daily cancellations and severe delays. How would you address these problems?
8	If we don't have a good network villages will become isolated. However, I still have to rely on my car to get to the next village to access a bus service
9	The drive to digitisation must be resisted so that equitable access is available to all. Discount cannot be limited to any groups.
10	Lot of issues at the moment with ticketing as some bus operators refuse to take the Multibus ticket unless it is bought from a Stagecoach bus.
11	Routes look fine
12	Again a lovely vision but it just isn't realistic- we don't have the infrastructure to build on.
13	Aims are the 'niceties' that can't be measured thus avoiding assessment and hence scrutiny. OBJECTIVES?
14	Rather than a range of tickets. There should just be a simple low price. It should be as easy and good as London buses.
15	It will be nice to have pleasant and helpful bus drivers again. Haven't had those for s few years apart from a couple of exceptions
16	See my previous answer.
17	I suport that stated aims becuase: I am committed to a 'greener', more sustainable approach to the environment generally; I am no longer able to drive; Our present bus service is so poor as to be virtually non-existent,
18	Unless the bus is faster, cheaper and more convenient we will all continue to use cars.
19	Buses are currently dirty and littered
20	All seem like sensible aims for a public transport network
21	I agree with the strategy
22	Having stated that the bus strategy is inadequate it is obvious that it is not offering a convenient, attractive or easy solution. The strategy must

	concentrate on how it delivers as well as what it delivers. The strategy does not do this in any meaningful way as it is therefore deficient in all aspects.
23	Pie-in -the-sky, unachievable
24	Can you actually deliver? Where will the limits on accessibility and varied routes be set? Which communities will NOT benefit from the motherhood and apple pie strategy?
25	See previous answer. Regardless of any strategy the rural population will never be in favour of using buses.
26	I agree in theory that much of what is said would be good, but I have little faith that much of what has been said can be delivered as it has been done so in the past.
27	If it actually happens!
28	The bus network should be reliable and there should be more frequent busses. Plus, the app should show busses in realtime and be updated. Google maps works better in showing where the bus is. Also, the price should be reduced and you'll see how many more people will take the bus.
29	Once more no interconnections between other potential proposed modes of transport.
30	Aims and vision is constructive
31	Not sure if anyone has told you but the e scooters you mention are illegal outside of private land...
32	If we get even part way it would be an improvement I have always been conscious of costs to families and I know there have been concessions for families at times but I would like to see free travel for children in the holidays
33	Zero emission vehicles are irrelevant, better to make sure that operators are using high-quality conventional vehicles first
34	Just to have a bus service that ran regularly would be nice
35	I don't really see how a franchising agreement is any different to our current system. It won't magic any money up or force the bus companies to prioritise service and employee care over profit. Having the council decide all of the routes instead of accepting the core routes and subsidising any other specific routes won't change anything.
36	These are lofty ambitions but I suspect unlikely in reality. The guided bus was touted as the best thing ever when it first opened and unfortunately the reality is that the busses are always packed, way too hot and uncomfortable, no air con, no fresh air so stuffy as well, and rarely run on time. They also take way too long to get from St Ives to Cambridge as they make every single stop along the way. Express busses would be useful for those of us who need to go from St Ives directly into Cambridge.
37	The vision and strategy appear to be the same? A vision is fine if everyone agrees with it. Putting it into practice to suit everyone's needs is another thing entirely.
38	I notice Stagecoach have removed a lot of bus services from Cambridge to Oxford and Bury St Edmunds to name but a few so even more bus routes are needed and have to be paid for
39	Answer as for previous question. Serve small villages (request stops) on routes for the larger villages.

40	Again the point is prioritisation, these aims can be achieved with unlimited finance. What is your prioritisation strategy. In the actual document you state "Different types of services will run at frequencies shown in the table below, with all services operating at least once an hour." I could not find that table. But I think the Passenger charter should have such a commitment. Not necessarily once an hour but different destinations guaranteed minimum levels of service. There is no part of this strategy that prioritises destinations, which could include criteria such as size of community, education, health, workplace etc.
41	The low density of population and the relatively low density of employment represent a real challenge. There is a large number of people all with different travel requirements spread over a large area. Funding is therefore an issue. The strategy must NOT be funded by a Congestion Charge. It is a service for the whole population and should be self funding or supported by taxes or precepts
42	we definitely need more buses in and around Wisbech, running for longer - most buses cease after around 3pm, as do taxis as they're doing school runs. There's very few buses in the evenings - the excel from Norwich often terminates in Kings Lynn. Have you ever sat in Lynn bus station at night in the pouring rain waiting for a bus to Wisbech? it's not a pleasant experience, particularly for women who feel vulnerable. then when you eventually do get back to Wisbech, there's no circular bus round the town at all, so you have to brave walking home in the dark- again, not safe for women.
43	Needs to be more economical than driving to park and ride otherwise I'll continue to do that
44	The aims are all that we hope for.
45	Agree. With all bus stops displaying real time information about next and subsequent services that are due. Also, ALL buses to display current and next stop information.
46	It is unacceptable to use vast sums of money to subsidise bus routes. It cost me 70p a mile to use my vehicle and I drive over 5000 per year. Why should people who chose not to have a car be subsidised. They are saving 70p per mile. I am already paying out of my rates for under used bus routes.
47	The main reason I never use a bus is that it takes too long. All these changes are nice to have but the most important improvement needed is a reduction in the time it takes to get from the current Park & Ride sites to the centre of Cambridge. This requires the compulsory purchase of land to enable the widening of roads so there can be a dedicated bus lane into town. Until this is done other improvements are just tinkering around the edges. As someone who lives over 12 miles from the centre, cycling is not really an option, and it galls me to see wider cycle lanes being installed while buses get stuck in the traffic with all the cars.
48	Not enough facts : more frequent? What does this mean ? Be more specific, e.g bus every 10 minutes instead of every hour ...
49	Who is going to pay for this? The car user. A car is not a luxury but a necessity for rural residents.
50	Same as before, value for money! I would like to see this tailored to the funding available and certainly not paid by a congestion charge. It looks like

	it is written with rose tinted glasses and needs a reality check of affordability . EWR will be the way forward and we need to integrate buses into that.
51	we need a reliable bus service not everyone drives
52	The strategy will never work unless bus services are cheap, reliable and frequent. Buses would need to cover the whole of the county, not just the cities, if they are to replace cars and that would simply be too expensive.
53	In terms of tickets, the Cambridge flexi 10 is fantastic value for money and much cheaper than driving. Could there be some express routes that just run between St Ives Park and Ride and say Cambridge North?
54	Couldn't agree more
55	The cost is a big consideration for example when planning a family journey. It can be cheaper to drive. Convenience , reliability and connectivity are important for work journeys.
56	Fails to address the aims with respect to the rural population. All too easy to weight expenditure to where the population is more dense. With the threat of congestion charge it is a very poor deal for the villages
57	If the system is made really convenient as outlined above it will encourage people to leave the car behind
58	Again with caveats. 'Direct and quick' and 'All areas ... well served' are in conflict. What is meant by 'simple fares'? I am used to systems (eg Oslo) where a single ticket gives access to all transport options and tickets are prepurchased at many outlets. Only a system as flexible as this could be acceptable.
59	We are severely restricted in this area at present. Journeys take too long if available and buses too infrequent.
60	I've held a bus pass for 2 years and never used a bus since moving here. Any improvement would be good!
61	Nobody could disagree with this - it's obvious.
62	I have private phone calls and to be honest germs are a factor to me on public transport as I have a weakened immune system
63	You haven't thought it out. Go watch Not Just Bikes on YouTube to see how Amsterdam and other Dutch cities like Utrecht integrate their systems.
64	Don't just write about it, do it
65	I wish there was more effort to improve conditions for cars. This is not easy to achieve and will only waste time and money. Not at all practical.
66	The strategy is uninformative. We're asked to agree with motherhood and apple pie. It's a waste of time and public money to consult on this and the responses to the closed questions are meaningless.
67	Again - agreeing will give you permission to choose how to interpret the answer by saying that offroad busways are the only way to achieve these aims
68	What is going on? Please remember that people live in this area - we aren't just an enormous science park! This is a part of a bigger plan which will ultimately fail..... by shipping in scientists from across the globe who have no understanding or empathy with the unique 'feel' of Cambridge so the culture will disappear. As it stands, our children now cannot afford to live in their home town - is that the plan?

69	Buses run direct I refer u to my comment in Q1 Before Christmas 2020 there was an excellent understandable consultation for Cambridge with proposals based on Spatial Strategy. It was clear what it meant in terms of delivery. This vision is meaningless Based on Spatial strategy in Peterborough: medium size villages to have hourly bus services, Small villages to have an extension (original) of Call Connect - UNLESS there is a significant resource used by other villages such as a medical centre of post office.
70	Multi modal transport is important. I'd like to be able to take my bicycle in conjunction with the bus but I don't think there is currently a way of doing so.
71	In comparison with current service this is utopian but unless you aim high
72	Note that late buses are essential to night time economy in which so many young people people earn a living
73	This would be wonderful, but is unlikely to happen
74	Bus shelters and bus stops do not have adequate seating.
75	The statements are bland and in the "motherhood and apple pie" category. Delivery of this strategy will be almost impossible when there is a shortage of drivers, Stagecoach owner under criminal investigation and population of towns and villages surrounding Peterborough and Cambridge continue to expand
76	Not if it is being funded by the congestion charge.
77	We need a reliable service, that connects to other routes. Turns up on time. Connects to train station.
78	Transport to airport would be great
79	Buses are a lifeline to those like my neighbour and son in sawtry who arent lucky enough to drive. They must be reliable and affordable. Elderly should have free bus passes and under 18s should travel cheaply. (Those needing to get to college etc)
80	I live in Clay Farm (new part of Trumpington). I live just one stop from Cambridge train station but the bus takes me around the whole biomedical campus for 20-30 mins before heading to the train station! I don't know who designed this route but it is insane not to have a bus stop before the busway bridge to the Biomedical campus. You are making a 5 min journey a 25-35mins journey: this is insane. btw: who designed busway to be so unsafe? Did it have to take 2 lives to realise how unsafe it was? Why are you not doing anything about making it safe?
81	As a strategy it is perfect, but the current reality is so far removed from this utopia as to make it seem like a bad joke. How will the CPCA ensure that providers such as Stagecoach actually have enough drivers/buses to fulfill route obligations and that those buses will not be full as they are between Longstanton and Cambridge, meaning waits of over an hour at the bus stop until a bus can be boarded, not to mention cancellation of buses being the norm, not the exception.
82	It sounds great but can it be achieved?
83	Convenience is absolutely key and reduced costs.

84	To go from villages to towns for theatre and movies you have to miss the end and still have a walk to get a bus
85	We need rapid hub to hub buses that do not stopped every 2 minutes. For example biomedical campus to Eddington. Only with this will people seriously consider taking buses for medium length commutes
86	Because the current bus service is nowhere near the standard of the aims of the bus strategy and therefore I strongly agree that these Aims are well thought out, relevant and much needed to facilitate improvement.
87	No bus in my village.
88	The need for a reliable service is necessary for people who have become isolated during lockdown.
89	I know my teenage son would use a bus and many young mums in the village need a bus service
90	Sensible and clear strategy. If achieved this will bring better prospects to our area.
91	This strategy works well to connect our community to the wider world as the village is limited in its facilities. Also if we just had a service in the morning and evening, as a minimum, that would at least enable people who don't drive to get to and from work.
92	Currently, there is not enough information about the bus timetables available on paper so people don't use them much.
93	We currently have no service at all, so an easy and convenient service would be welcome!
94	Expensive parking and petrol.
95	Agree
96	I want a bus service back, travelling together saves funds
97	I agree with the aims, but am sceptical about the commitment to provide being adhered to - is it just words?
98	Information is key. An easy to understand route and timings at peak time especially would be useful.
99	People need to get to places but no bus service only a call connect
100	Again there is a lack of joined up thinking with other public transport. It must be easy to make multi-modal journeys, for example with bus routes giving easy access to all railway stations, timetables aligned and cross-ticketing.
101	A straight forward easy to use bus route is always a good thing for the old and young. We have many elderly people in the ever growing village I live in. It's so important for the elderly to keep their independence. Having a clear and easy bus transport route would be great
102	I live in a village (Turves) that has no public transport links whatsoever, hence I would be unable to use a bus if I wanted to.
103	If the system operates as outline above it will encourage people to leave the car behind. We have a number of older citizens in our village who have chosen to give up their cars they need to be able to to local towns to shop socialise etc as well as being able to access local hospitals and clinics.
104	Pity we have the complete opposite!
105	A regular and reliable service that's affordable would be great
106	Ambitious but surely doable. I cannot see much attention to accessibility and inclusion. What about buses like London with automated ramps? Also, no

	mention of bus stops particularly in extreme weather and suitable for senior citizens?
107	all sounds nice, but nothing specific on how. Prefer improvement with minimal impact on environment by use exsisting travel corridors, even if this reduces connectivity.
108	This may work in some areas but not all. It fails to recognise the diverse nature of the geographies covered
109	If bus services are not easy and convenient they will not be used and will not be sustainable. Then they will cease to exist - or at least the bus providers will use the lack of passengers as their excuse to stop services completely.
110	To save on petrol and the environment. To save money on parking . To be able for the elderly to go to a shop, drs surgery or dentist or opticians. We have NO SHOPS IN FOLK WORTH, only a hairdresser. We might want to go to town to meet up with friends but no bus stuck in the village either relying on a neighbour or walk to bus stop 2 miles away. Unlit, no path.
111	I would use the bus service if it would give me the the flexibility and frequency I require
112	Good luck with all that! However, should also add... "without increasing council tax or business rates to pay for it all!" - If this "Holy Grail" of improved bus services has to be paid for by everyone paying even more council tax, then cancel it all.
113	Again an aim but I can not see it being delivered in this area.
114	It needs to appeal to people who would not normally use public transport
115	So that more people can find a job and take public transport. Living in wittering is difficult as I have no transport.
116	I live in a rural village with once a day service and want my children to have options to travel independently when they are older.
117	We need a regular reliable bus service
118	Strongly agree. Needs a change
119	Being an older person, I rely a great deal more on bus transport.
120	Made previously
121	I appreciate that attention is finally being given to passengers in small rural communities
122	There needs to be better facilities for disabled people. Having read the strategy there does not appear to be any encouragement for inform/disabled people to use a bus rather than their car
123	Reliability should be a top priority, buses should always turn up when they're scheduled to turn up.
124	In the current environmental crisis I want to cut down on my car use.
125	We need a simple safe and useable service to connect with towns and villages.
126	I put never is a previous box as iur bus service from Peterborough to Stamford was stopped 2 years ago causing a great loss for the community we would support and need a bus service
127	The village I live in has no bus service, so I have to use a car. It has a safe bus stop

128	Why is there no bus services for people from villages like Nassington. I'm a young adult struggling to find money to learn to drive but can't get a job in Peterborough cause there are no buses.
129	As we are do not currently have a bus service all and any strategy to provide access to one would be welcome.
130	Concept of service not commerce
131	Elderly people are cut off without a bus service, the same as younger people who don't drive
132	All areas served Simple payment methods
133	Simple no frills service that supports non drivers to remain in the village
134	I really don't know what you mean when you say all day, but if you are going to consider leaving at 6 in the morning from the end of the route when people start their work schedule at that time, then they will still use car (or car share) and no way the buses. It's just one example out of many that I've encountered in the last eight years when I couldn't use the bus.
135	We have a terrible connective service at present at a time when we should be encouraged onto public transport to cut emissions from cars
136	This Bus Strategy describes exactly the Stagecoach buses in The Lake District which we use the whole week when visiting. It would be wonderful to have a service in Marholm.
137	This looks great, but reading the strategy in detail I don't think it is what is promised in rural areas
138	No bus service in my village, if it was there I would use it
139	All sounds exactly as it should be but I will be surprised if it actually happens
140	Rural areas may not need frequent buses but ones that run at times that work. ie being able to go out for an evening meal AND get back.
141	Transport should be dependable, joined up, economical and easy to use if people can feel they can rely on it.
142	Need a reliable service as an alternative to using the car
143	I understand that our Lord Mayor has decreed that ALL in his Peterborough and Cambridge region are going to have a Council Tax increase to subsidise bus travel in Cambridge . What about us in the west of Peterborough who are without one completely ?
144	My home village like others used to have a limited but reasonable bus service connecting Peterborough and Stamford and National bus and Rail links - it was stopped because it was said not enough people used it - However this was sadly because the services were infrequent and even finished before the end of most peoples working day. My boss used to have to drive me home if I didn't finish in time to catch the 16:30 bus home.
145	Well described clear and concise. I've heard all the corporate propaganda on various subjects over the last 40 years or so - Let's hope you adhere to your promises. You will be the first.
146	Just want regular reliable public transport to allow rural non drivers to access services, work and education
147	It's difficult to see how anyone could disagree. The problem is turning wishes into reality.

148	Please start with the easy stuff such as "Plenty of information is readily available." No excuse for not doing it already. So many people have told me they can't find the information and it puts them off using buses. Many old people can't use the internet. That old out-of-date timetables are still on display at Queensgate is deplorable (I put up my own but many have been removed - I did seek permission but got no replies).
149	love the electric buses
150	There are still many places that do not have an adequate bus service
151	Being Convenient is the best strategy for myself as it includes adding routes
152	Think about deviation in routes. It might add 5 minutes but travelling via a community facility eg City hospital may increase overall convenience.
153	We need rural services with regular routes every week working day with times to suit
154	As explained before this will not work
155	No indication as to how it will be achieved. Second what if bus stops are far from residences. Third who hold the bus services accountable?
156	Services are required which connect new housing developments to city/town centres. At the moment, there are many new houses quite a long way from bus stops and these often include homes for the elderly and those for young families who rarely have their own transport.
157	There also needs to be support/infrastructure to support the drivers and the operators in delivering this strategy. This includes, support for driver training, apprenticeships and facilities on route to provide a good working environment, such as toilets, eating places and layover spaces. The CPCA needs to include the delivery of infrastructure provided by others to support the ambitions. Without high-quality and accessible route infrastructure then the bus network will fail regardless of the quality of the buses and the information available
158	In the "easy to use" category the importance of timely and current information on services is vital, using a combination of electronic signs at bus stops, real-time app info, twitter or facebook or website regular updates
159	Unachievable, wishful, unaffordable, nonsense
160	As above. It is pointless sorting a more comprehensive local bus service if you are still going to get stuck sitting in traffic between major hubs in the region. A rapid transport system alongside (but not on!) the A1/A14 is needed.
161	It's difficult to say, I've never taken a bus...probably because only one bus per week (going to St Neots on Thursday mornings) comes via our village. Never have I, or anyone in my house, ever needed to go to St Neots on Thursday morning.
162	Sounds wonderful - hope it can actually be achieved! If these aims are realised i know many people who would use the buses again
163	All pie in sky . Not good value for money
164	The problem we have here at the moment is that the only bus to anywhere - the Citi4 - is not reliable enough. The above Aims are good but if the buses don't turn up and are on 30 mins service that's a long wait with no seating at the bus stop
165	However, I believe that the CPCA's current policies & practices regarding facilitating Convenience, Attractiveness and Ease (of Understandability and Use) of the existing Bus Network strongly act against the achievement of

	these Aims. The CPCA's current policies & practices serve to exacerbate the Bus Network's existing lack of Convenience, Attractiveness and Ease.
166	As stated before the strategy is really the easy part; the trouble is that many inhabitants do not yet believe that it will be achieved.
167	Again, it says the nice things, but I don't have confidence in the institutions or the governance structure.
168	This has clearly been written by someone with zero understanding of road traffic conditions and having to keep to a set route and timetable. Any service is subject to delays beyond the drivers control and that can seriously impact timekeeping, reliability, frequency, speed of journey, ability to service all stops etc. There needs to be a better understanding of the basic needs of passengers - they simply need buses in which they can sit comfortably, not overcrowded, not blowing dangerous warm air around the buses, ones with windows open, space for buggies, shopping Trolleys etc. They need their bus to be able to leave from the correct bay at the bus station (without spare buses blocking bays). They need cancelled buses to show on the information. They need drivers who treat passengers nicely. They need decent working toilets at the bus station. They need visible security guards at bus station at school times and evenings. They need Inspectors back on buses.
169	Even if I could get to a bus stop there is no shelter or seats
170	We need more busses in Brampton
171	Try arriving, waiting and departing at Peterborough bus station. It is not user friendly and lacks easy to access information point. The building is in a bad state of repair and buses generally dirty and the fumes impact passengers.
172	It is important that focus is not on urban routes as seems to be the case at present. Rural areas need to be well serviced and an attractive alternative to using the car.
173	It is important that buses go to multiple destinations, we all have different needs.
174	Not sure, in the current climate , that this is achievable or realistic
175	Bus services are currently fractured and complicated. Fares can be affordable but only if you know about affordable options.
176	Everything mentioned is just as i would hope.
177	please define frequent (is that under 10 min any day of the week even during non-peak times?? = if yes, I will sell my car)
178	Tha aims are correct, but they will only be possible by getting the public used to using buses. One sure way to start this off would be completely free transport for under 25s, and lower prices generally.
179	Reliable regular and consistent are a must
180	<p>Convenient:</p> <p>The document refers to a table about frequency which is not present in the document. Without this inclusion we cannot express support for any frequency. 'Frequent' will inevitably mean different things on different services.</p> <p>There needs to be a rationale for 'range of tickets'. Having a 'range' should not be prioritised over simple ticketing that can be easily understood by all users.</p>

	<p>There must be a clear definition of 'evening'. It is essential that buses are available for hospitality and shift workers. Service hours must be specifically stated.</p> <p>Rural routes should meet or exceed the aspirations of the Campaign to Protect Rural England's 'Every village, every hour' campaign.</p> <p>There should be a 'no stranded passengers' aim including avoiding overlong journeys owing to delays and missed connections.</p> <p>The strategy states that "all areas are well served by bus". Once again, this is a vague aim that is open to interpretation. a clear definition of "well served" must be provided.</p> <p>Attractive:</p> <p>The aims the Combined Authority has stated here are by and large sensible. We believe the core elements for an attractive bus service are: Reliable, times and places Staff are customer focussed Buses are of a good and comfortable standard When these standards are met the Authority will have the opportunity for authentic marketing of buses as an attractive travel choice.</p> <p>Easy:</p> <p>The strategy should view the concept of 'easy' from the perspective of a visitor to Cambridgeshire with no prior experience of our bus service. Would a visitor find it easy to find out how to use our buses, where and when our buses travel, and how ticketing works?</p> <p>The point "Buses run at regular time intervals and with consistent frequencies," is crucial – people must be able to rely on the bus departing and arriving on time (with real time information if things go wrong.)</p> <p>The point "Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train)" should elaborate on what the transfer experience should be like. For example - transfer safely, easily and affordably. It should also elaborate on the impact that ticketing systems will have on transfers. There should be shared ticketing so that new tickets are not required when transferring across operators and transport modes.</p> <p>This section should also include the aim of simplicity. Passengers should be certain that they have the best/most suitable ticket and route without the complex comparison of options which is currently required.</p>
181	I cannot agree with aims but probably far too much to achieve in the short term. Action needed now not years away.
182	There needs to be additional space for buggies and luggage. It's not clear how buses will be quick, if congestion is not addressed. There needs to

	mention of how the strategy aims to recruit drivers and incentivise them to stay on the job.
183	We need Direct bus lanes where buses are not held up by queues of traffic coming in to the city at busy times
184	Clean, reliable, convenient and frequent bus services are the way to lure people out of their cars and on to the bus. We need more park and rides into Cambridge and Peterborough and these should be located more in the countryside similar to the St Ives park. I used the bus regularly from Little Paxton but the service is now so bad that I have increased my car miles considerably.
185	I will continue to walk or cycle to activities within Cambridge that I want to get to. I think low emission buses are essential for all road users. Better links to nearby villages are needed.
186	A long wish list. Is it deliverable.
187	It must be reliable or no one will trust it.
188	While I strongly agree with the aims of convenient, attractive, and easy this section is written very poorly. Start with the people most vulnerable to being stranded without transport, nightworkers and disabled people, and be specific about how you will meet their needs. There should be a 'no stranded passengers' aim including avoiding overlong journeys owing to delays and missed connections. Rural routes should meet or exceed the aspirations of the Campaign to Protect Rural England's 'Every village, every hour' campaign.
189	TTP is targeting a provisional target of a 5% reduction in the overall peak period car borne traffic within 5 years with a corresponding increase in use of public transport and other reduction measures. A range of measures were proposed in the Travel Plan to seek to reduce car use associated with the development, including promoting bus use. A frequent and reliable bus service connecting to where people want to go. Connectivity and a comprehensive network providing a direct connection is a key consideration.
190	See answer to previous question. We need flat rate fares with interchangeable tickets and frequencies of ten mins for convenience. Also more electronic info boards at stops. Evening and Sunday services need to be at least half hourly across the network. And in rural areas a basic network of bus services needs to be provided, as the current on demand service is inadequate and inflexible.
191	Again, this is contradicting "Buses run at regular time intervals and with consistent frequencies." and "A network that evolves in response to changing needs and demands." that gives you a means to cancel quiet routes or provide a 'once weekly' service which does not work for the modern working person.

192	I agree with the Bus Strategy Aims, but believe that the CPCA's current policies & practices regarding facilitating Convenience, Attractiveness and Ease (of Understandability and Use) of the existing Bus Network strongly act against the achievement of these Aims. The CPCA's current policies & practices serve to exacerbate the Bus Network's existing lack of Convenience, Attractiveness and Ease.
193	An important part of an improved network must be speed of travel through Cambridge city or circumvention of the city for routes that link north to south or east to west. Reduced congestion would greatly help with this
194	Just put these into action now, not spend months deliberating
195	The strategy is very ambitious and I fear a bit too much.
196	It seems to address all that is wrong with Cambs bus services at the present time.
197	But it still seems unreal...seeing is believing
198	Bus routes keep getting cancelled. Trying to find a bus service online if you don't know the bus route is very difficult. Buses are extremely uncomfortable and very unhygienic especially when crowded and over heated. It might also be worth telling the bus drivers what is expected in the way of behaviour some are exceptionally rude
199	Buses are frequently being cancelled, Bus stops and stations are disgusting
200	As before, depends on how it's implemented
201	Of course a convenient, attractive and easy bus service is desired but this must come from existing funds and not from charging drivers who at present have no alternative mode of travel.
202	Priority and expansion of byways
203	More essential for local needs rather than frequency of services and direct routes
204	Although the aims are admirable, the execution is not sufficient. You say that all areas will be well served by bus. This is not true. Horningsea village is not going to be well served. We need a permanent and regular service. Not an on-demand service. There are no amenities in the village. People rely on service in surrounding villages and Cambridge. An on-demand bus service is too high a threshold and the vision will therefore not achieve its goal of getting people from their cars into the bus.
205	The above will only be achieved if congestion is reduced. There is little incentive to take a bus when it gets stuck in traffic, e.g. on Mill Road where there are too many cars in the way.
206	Why we need to pay for the tickets? Other developed countries offer free public transport, why UK can't offer this when most, if not all, routes are maintained by public funds?
207	Excellent theory, but from Ely there are insufficient buses to other places - Cambridge, St Ives, Huntingdon etc.
208	An easy to understandable timetable would make a big difference

209	Living Streets strongly agrees but would like a clearer definition of 'frequent' in the aims. 'Frequent' will inevitably mean different things on different services - the third 4th bullet point under 'Easy' is crucial - people must be able to rely on the bus departing and arriving more or less on time with real time information if things go wrong (as opposed to the service simply disappearing from the screen at the last moment when you may have waited a long time for it!). Bus hubs where passengers can comfortably wait and easily and quickly change to connecting buses will also be a crucial component to deliver especially for travellers outside central Cambridge.
210	Routes across the city - not having to change at city centre
211	I believe we need more frequent services. The service is likely to be used more if travelers are confident a bus will be there when they need it without a long wait.
212	Comprehensive real-time signage at stops and on-board. Like in Leeds for example.
213	Integrated ticketing system similar to TFL and elsewhere in the country (E.g. Nottingham, Manchester, Birmingham) is the need of the hour.
214	I'd love to be able to take a bicycle in a bus and finish the journey from the end of the route! Like on trains. This is another thing keeping me from using buses.
215	Fares need to be cheaper than at present (ignoring the current £2 single fare). Tickets need to be interchangeable between operators.
216	But it's all rather vaguely expressed - would be hard NOT to agree. In reality the devil will be in the detail.
217	They are great sums if they can be fulfilled. It would be better if they were smart targets and ensure they are achievable
218	It will encourage green economic growth.
219	Although I strongly agree, each aim needs to be specific and measurable. Services into the evening need to cater for shift workers. Simplicity is also key: passengers should be able to see at a glance that they have the best, cheapest ticket.
220	What is set out is good but lacks the specific detail which could make it excellent. Transport services elsewhere (my experience is Netherlands and Iceland) feature accurate information, reliable services, excellent time keeping and timetables starting in the early morning and running past midnight and simple fare structures with cost efficient pricing compared with running a car,
221	The aims need to SMART.
222	There should be good ventilation to minimise infection risk.
223	Simple, reliable and fair priced. The £2 travel cap is such a smart targeted benefit. More of this please. Private car travel is no longer sustainable.
224	Busses are old never on time not ulez compliant very rusty busses
225	Who would not agree with these aims? This has to be set against a downside to judge the balance. This is a loaded question so my reply is neutral

226	<p>These are the right aims, but expressed vaguely. We need concrete measurable targets. I.e. what will frequent mean? In my view for most routes in and around Cambridge and Peterborough frequent means you don't need to look at a timetable because you know there will be a bus soon, as in the UK's major cities. Until this is achieved buses will not displace cars. In rural areas we must achieve or exceed the aims of the "every village, every hour" campaign.</p> <p>Simplicity is also key, there should be no confusion about how to get the most affordable ticket and multi step journeys should integrate effectively.</p>
227	<p>"Into the evening" is poorly defined, and often not enough. Many buses stop at 5pm on a Sunday, for example. It would be good, for example, if there were buses back to the villages to connect with the last trains into Cambridge...</p> <p>Also "speed" of buses isn't just about expensive busways. We need some frequent, fast, direct routes - not for *every* bus to take long winding routes via the hospital..</p>
228	<p>I consider the presentation of the aims as put forward above to be disingenuous - verging on the dishonest. This is not a neutral way to present the proposals, and get valid meaningful informed feedback.</p>
229	<p>So many people are stranded in their towns because of deleted bus services. We need to affordably reach out to everyone with sensible transform, affordable and regular.</p>
230	<p>Children should be free under 18</p>
231	<p>I have boycotted busses since the congestion tax was proposed</p>
232	<p>As before, the financing proposals for this service are not acceptable.</p>
233	<p>Reliability needs to be front and centre. Some routes already have things in theory, but often busses do not show up when they are meant to (the number 2 especially often has no shows multiple times in a row). Being able to pay easily and know the route is direct is worthless without busses actually arriving and users being informed rather than left wondering at bus stops.</p>
234	<p>Again, it is a dream of bus utopia. I have strong doubts that the GCP could organise this. I do NOT support a congestion charge.</p>
235	<p>These are all good goals, but some are missing, and there is a lack of things that could actually be checked/measured.</p> <p>Not just 'ability to transfer': it should be easy/catered-for (e.g cycle-parking at stops). Ticketing should operate across modes.</p> <p>What does 'frequent' mean in practice? When does 'evening' start and end? Why a 'range of tickets'. Just make it cheap and simple.</p> <p>Information (routing, status, usage) must be supplied in open form. Both map-based and route-based information is needed (different people need one or other format). Booking mechanisms must not require a proprietary app - there must be an open open API that can be used by anyone/any software.</p>
236	<p>Inconvenience, cost, time consuming</p>

237	It's not sustainable. The prices will be cheap but when there is four of us it's not cheap.
238	It's not achievi
239	It sounds good but in reality it is not desirable as buses are a slow option. I sometimes travel to st ives for work. It would take me nearly 2 hours - walk to bus stop, wait, get bus to train station, wait 20 mins, catch guided bus to st ives, walk to place of work. Or drive there in 30 mins. Time is precious and i simply dont want to spend an extra 90 mins each way travelling by bus.
240	The idea is good but in reality it won't work. The underground in London runs consistently and there's a train every few minutes
241	Cars are still needed by some people ie with a health condition.
242	Reliable services, yes. Small fares supported by congestion tax, no thank you. If the company is able to provide services at small fares then perfect, if it is not able to do so, then it will need to charge an appropriate fare
243	My area (although in the city center) is not served by buses. They won't be in the new plan either. Besides - since there is a shortage of bus drivers at the moment, how are you going to encourage new ones to work? It's not going to work, and it's bad for the residents.
244	It assumes buses are the universal solution to a problem, or set of problems, that it doesn't define.
245	Sunday services should be brought up to date,as they are run when shops were closed on a Sunday,
246	if you want us older ones to give up our cars drop the bus pass age down to 60
247	We will see if it is affordable and how dependable is going to be.
248	Your Bus strategy plans are a pipe dream and not practical. You dont have enough bus drivers now, where do you think you are going to get them from in the future. Your strategy is theoretical and has no correlation with real life.
249	Great idea, never going to become reality.
250	This has to apply to all parts of Cambridgeshire not where it suits your agenda
251	Reliability is key
252	Saying ALL areas will be well served by buses is easy to say but the actions of recent years where bus services have been significantly reduced suggests a query over this commitment. Actions speak louder than words and I remain to see whether this survey is anything more than a talking shop with lip service to the public for an already decided reduction in bus services
253	What accessibility issues are you addressing for disabled people
254	Nice ideas. Not sure how much I trust that they'll actually be implemented though given the current state of Cambridge's bus network
255	Agree - but there is some vagueness in these statements, e.g. what does "frequent" mean? Rural routes should meet or exceed the aspirations of the Campaign to Protect Rural England's 'Every village, every hour' campaign.

256	Living in a village with infrequent service which is also expensive puts me off bus use. Also, a system of integrated ticketing would help - currently have to buy separate ticket to get around Cambridge for example which adds to cost.
257	It's all a dream. Fix the pavements and roads properly first, then see how much money you have left over for these dreams.
258	Cheap and easy ticketing and opportunities to transfer between different services are both great
259	However, these aims should be properly defined and quantified so that delivery can be properly measured.
260	Of course I agree with the policy but how are you going to achieve it? Living on Milton Road the bus service has gradually been eroded. Where are the buses to get us to Addenbrookes and other parts of the city without having to change at Drummer Street. Fortunately I bike most places as I don't drive but I despair whenever I need to take a bus. So yes improve the service but it needs to be reliable, fast, clean and cheap and for it to be so good people don't think 'car'.
261	I agree with the aims, although I think they lack specificity. They are open to interpretation, which leaves room for watering down of aims or failure to deliver on them. In order to strongly agree with them, they need to be specific. Regarding "Routes connecting to places and activities that people want to get to", this needs to be driven by data and talking to users and non-users. There is lots of evidence to suggest that bus services in the UK do not meet the needs of people with more varied responsibilities, like informal care or jobs outside of the 9-5. This disproportionately affects women and needs to be addressed if the service is to be inclusive and meet the diverse needs of the community. It is not good enough to have "Plenty of information readily available". Information needs to be targeted to the user, clear, and useful. Again, the requirements of different people are important here, and we need to ensure that any information meets the needs of non-native english speakers, visitors who don't have good english, and those who are differently abled. A "Passenger Charter" is all well and good, but the purpose of such a charter needs to be clearly defined in the aims of the project.
262	You cannot achieve these aims. The population is too small and too widespread to achieve this.
263	These are nothing new and should be default and achieved years ago. What is stopping you? The aspect that is missing is Protection of Heritage. There is no vision or understanding of the medieval city of Cambridge. Narrow streets - narrow bridges, too few bridges, unsuitable for buses! The naivety is unbelievable.
264	I think these sound admirable but unrealistic. That's just not the way busses work.
265	Whilst I agree with the overall intent of this strategy, I do not think it is achievable.

266	Agree with the aims but not convinced they can be delivered based on past experience
267	It is 'generally' accepted that those who don't use buses regularly think they are worse than they are, and those who use them regularly have a better acceptance of any 'issues' such as delays caused by car traffic. {the current shortage of drivers and mechanics is clearly a short term issue (like shortage of fresh vegetables?)}
268	A pipe dream. Force the use of online purchasing and deliver
269	buses will never enjoy a great public image, there is a reason why rich people travel in limousines and private jets. also, there's no way travelling on a bus will ever feel safe considering the current state of law and order and police. waiting environments are extremely unattractive especially in a country as cold and wet as England, and you cannot afford heating them.
270	Sounds ideal but won't work. It's unrealistic. A lot of people may be dropping kids off en route to work. I have to drive to my school. Bus times may not match times needed to start work. Try as you like, modern living isn't conducive to all people being on bikes or buses!!
271	The aims are vague and open to interpretation. There is also no clarity on how success will be measured or providers held to account.
272	The bus strategy should be integrated with a light rail system running thru the centre, with buses running at the extremities
273	The aims are good but vague, and do not provide information on how will we know if you have succeeded in your goals.
274	It's all about reliability (and frequency). If the buses are there then I am sure people will use them
275	There are many odd phrases in the strategy. Such as "Buses run direct and quick", but their very nature they need to stop often and are far from direct. A common ticketing solution is good, as would be accurate information over timings etc.
276	Again, those living in a rural location are never going to have the same level of bus service that is found in a city & neither do we want it.
277	My friends in the villages don't trust the present bus services so you'll need to work very hard to bring faith & reliability back to the word 'BUS'.
278	Even if you meet these demands above, as things are now, I don't think people will switch due to the reasons stated in the previous answer. I know you are comparing it to London but London has lots of other methods of transport and many more people. It would be welcome to have a better bus service for sure but I feel this is tied in with the congestion charge as the main driving factor and probably the only reason people would move (forced) to a bus. Again, it will be the poorest that do as they won't have a choice which seems extremely unfair.

279	<p>Lots of great stuff in there, but the "simple fares" is something hard to do. In London, it's easy, one uses a credit/debit card and hey presto it computes the cheapest fare for me. On Stagecoach it's an utter nightmare. If I want to do two short journeys it's extortionate.</p> <p>How will you enforce zero emission buses? Why is this not ALREADY a requirement? Buses travel through parts of cities that are already congested and densely populated. This is an URGENT requirement.</p> <p>Fares need to link in with other transport options, such as train and (if it ever happens) tram. There's nothing here about cohesion at all.</p> <p>Buses need to run early and late, preferably 24h even if at longer intervals. If they are electric they will also be quiet, so no problem for locals.</p> <p>Why is there nothing in here about bringing in buses with continental style systems, i.e. a door at the front for entry and one in the middle to get off. This really speeds up the process of bus travel - I know, I witnessed it for years!</p> <p>Where is the equivalent of the European "job ticket" where employers negotiate with the bus company to obtain a discounted ticket that, hopefully, keeps them from taking their cars?</p> <p>Nothing about bicycle transport on buses? I've seen this in many places, in Cambridge zero effort at all (no surprise when it's Stagecoach).</p> <p>Currently when I take a local bus, I am either at a stop without timetable information, and definitely no electronic "live" information, or - often - the "live" information is just the timetable regurgitated. It's not "live" in any sense of the word. In the modern world, doing this better is NOT difficult and other countries have been doing it for DECADES.</p>
280	<p>Time. A car or bike journey is direct. Many journeys even within the city, would need at least two buses, plus walking between start to bus stop, to next bus stop, then at the end of the journey. A simple trip to Addenbrookes from Stanley Road involves two buses, three walks and a minimum of one hour, average of 1.5 hours.</p>
281	<p>CONVENIENT</p> <p>The document refers to a table about frequency which is not present in the document. Without this included we cannot express support for any frequency. 'Frequent' will inevitably mean different things on different services.</p> <p>There needs to be a rationale for 'range of tickets'. Having a 'range' should not be prioritised over simple ticketing that can be easily understood by all users.</p> <p>There must be a clear definition of 'evening'. It is essential that buses are available for hospitality and shift workers. Service hours must be specifically stated.</p>

	<p>Rural routes should meet or exceed the aspirations of the CPRE's 'Every village, every hour' campaign.</p> <p>There should be a commitment to 'no stranded passengers' including avoiding overlong journeys owing to delays and missed connections.</p> <p>The strategy states that "all areas are well served by bus". Once again, this is a vague aim that is open to interpretation. a clear definition of "well served" must be provided.</p> <p>ATTRACTIVE The aims the CPCA has stated here are by and large sensible. We believe that the core elements for an attractive bus service are:</p> <p>Reliable (times and places) Staff are customer-focussed Buses are of a good and comfortable standard When these standards are met the CPCA will have the opportunity for authentic marketing of buses as an attractive travel choice.</p> <p>EASY The strategy should view the concept of 'easy' from the perspective of a visitor to Cambridgeshire with no prior experience of our bus service. Would a visitor find it easy to find out how to use our buses, where and when our buses travel and how ticketing works?</p> <p>The point "Buses run at regular time intervals and with consistent frequencies" is crucial – people must be able to rely on the bus departing and arriving on time (with real time information if things go wrong).</p> <p>The point "Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train)" should elaborate on what the transfer experience should be like. For example – transfer safely, easily and affordably. It should also elaborate on the impact that ticketing systems will have on transfers. There should be shared ticketing so that new tickets are not required when transferring across operators and transport modes.</p> <p>This section should also include the aim of simplicity. Passengers should be certain that they have the best/most suitable ticket and route without complex comparison of options.</p>
282	All very noble aspirations and I support them strongly.
283	I have just got home after catching a bus into town. The bus was just plain dirty, so hopefully that will improve!
284	Again who would not want this? What are you proposing and how will it be paid for. A Strategy will not get me to work. We need actual buses.
285	The simple fares and a unified payment system would be a great addition to modernize the service! I also am a big fan of the current bus tracking services online and would love to see that widely available and advertised (e.g., posters with QR codes at different stops, easy to use web and app interface)

286	The aims stated are a utopian dream, unrealistic and impossible to achieve.
287	<p>Key issues for you to focus on (which I can see are both currently lacking) are the Marketing, and also the provision of Waiting areas.</p> <p>Marketing: at present, this only seems to take place "preaching to the choir", i.e. bus services are advertised on buses themselves! There seems to be zero attempt to reach potential customers who do not already hang around at bus stops. A huge un-tapped market of potential customers is out there.</p> <p>Waiting areas: on two recent long-ish, multi-stage bus journeys, I was struck by the huge contrast between the pleasant comfort of the environment within the bus itself, compared to the appalling, unacceptable environment of the area where I needed to wait for nearly an hour between my separate services (each only hourly at that time of the evening, and not coinciding hence the long waits). In once case the changeover was at Drummer Street; a second time my potential long wait would have been at Addenbrooke's [in that case in fact I chose to exit my first bus where there was a 1.5 mile walk home instead, rather than wait 50 mins in the cold!]. You may aspire to more frequent services, and/or better through-routes, but really you could greatly improve the user experience within the current service routes and schedules simply by putting in safe, comfortable waiting areas at these key interchange places such as Addenbrooke's and Drummer Street. I'm happy to sit and read my book while waiting if need be, but in order to do that, the waiting area needs to be at least as safe and warm as the fancy buses are.</p> <p>As for 'Zero emission buses' - I view this as a 'nice to have', but really I would much rather you keep buses from the existing fleet running in order to ensure a larger overall fleet and therefore more services. Well-used bus services will represent a reduction in emissions compared to private cars anyway, so it does not matter so much if they are zero emissions, to my mind.</p>
288	I can't use a bus as I have a disability that prevents me sitting for any length of time. I don't see such disabilities catered for in any literature. Secure priority standing areas are needed with disability signage. Not all disabilities are the same.
289	Reliability very important
290	Where are all the buses and drivers going to park?
291	No risk-benefit analysis
292	<p>The aims quoted are completely generic, they could apply to anywhere in the United Kingdom or maybe even the world. They need to be far more ambitious and relevant to the Cambridgeshire and Peterborough area.</p> <p>Everything is lacking in detail and is too ambiguous and left open to interpretation which means it can't really be measured against the aims. I expect far better and want to see far better in the final version of the Strategy document.</p>
293	See my comment on the previous question. What matters is delivery of service improvements. Don't have a long list of nice to haves to get bogged down in. Find something you can actually do and do it !

294	The aims are correct, but need to be supported by clear success measures, which are currently lacking.
295	<p>But your aims are already at cross purposes. It is not possible to have bus routes that are both "direct routes with little deviation" and "connecting to places that people want to get to"</p> <p>Yes the bus services need to be improved, but not by penalising car drivers through a congestion tax. Buses cannot meet everyone's need all the time.</p>
296	<p>However, these aims are vague and very open to interpretation. There is no clarity about how success will be measured, which is vital if service providers are to be held to account.</p> <p>The document refers to a table about frequency which is not present in the document. Without this inclusion we cannot express support for any frequency. 'Frequent' will inevitably mean different things on different services.</p> <p>There needs to be a rationale for 'range of tickets'. Having a 'range' should not be prioritised over simple ticketing that can be easily understood by all users.</p> <p>There must be a clear definition of 'evening'. It is essential that buses are available for hospitality and shift workers. Service hours must be specifically stated.</p> <p>Rural routes should meet or exceed the aspirations of the Campaign to Protect Rural England's 'Every village, every hour' campaign.</p> <p>There should be a 'no stranded passengers' aim including avoiding overlong journeys owing to delays and missed connections.</p> <p>The strategy states that "all areas are well served by bus". Once again, this is a vague aim that is open to interpretation. a clear definition of "well served" must be provided.</p> <p>Attractive: The aims the Combined Authority has stated here are by and large sensible. The core elements for an attractive bus service should be:</p> <p>Reliable, times and places Staff are customer focussed Buses are of a good and comfortable standard</p> <p>When these standards are met the Authority will have the opportunity for authentic marketing of buses as an attractive travel choice.</p> <p>Easy: The strategy should view the concept of 'easy' from the perspective of a visitor to Cambridgeshire with no prior experience of our bus service. Would</p>

	<p>a visitor find it easy to find out how to use our buses, where and when our buses travel, and how ticketing works? This is certainly NOT the case at the present time.</p> <p>The point “Buses run at regular time intervals and with consistent frequencies,” is crucial – people must be able to rely on the bus departing and arriving on time (with real time information if things go wrong.)</p> <p>The point “Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train)” should elaborate on what the transfer experience should be like. For example – transfer safely, easily and affordably. It should also elaborate on the impact that ticketing systems will have on transfers. There should be shared ticketing so that new tickets are not required when transferring across operators and transport modes.</p> <p>This section should also include the aim of simplicity. Passengers should be certain that they have the best/most suitable ticket and route without the complex comparison of options which is currently required, and which increases dwell-time at stops while passengers seek the best travel deal from drivers.</p>
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Appendix 1c: Comments to Q7.

How much do you agree with the four main principles of delivering the Bus Strategy?



Response Number	Please explain why, if you wish, and add any other comments you may have.
1	Cost effective way...What does that exactly mean
2	Itsunaffordable
3	So very well having such idealised aims, but had to work in practice. Our local bus service is appalling and has been gradually degraded over the years. We need more than a vision for improving it. We need a bus service!!
4	We have several providers in this area and it would be great to see them work together to provide better service
5	Flexibility should be built in with regular reviews.
6	Buses should be generic, as seen in London and what is proposed in Manchester.
7	The private companies were bankrupt and you fuffed around. The government and local authority subsidy is millions yet you are unable to provide a proper service.Useless spending too much money on administration and management.
8	<p>Page 12 states "Services radiating out in all directions from Cambridge and Peterborough to market towns and villages. Some of these will offer more direct route s with fewer stops, making journeys faster.".</p> <p>The bus from my village used to run every 30 minuets - it was ran by PCC, it was a fare price and it got people to where they wanted to go in good time. Now that stagecoach run the route, i don't even consider using the bus. Its cheeper for me to drive into town and pay to park in a private carpark, not to mention its quicker and easier, allowing me to change my plans and take my time.</p> <p>The fact that the bus that comes to my village takes a very long route around the city it stupid, it leaves Newborough, and gose around werrington (Along the same route where there is a bus every 10-20 minuets) and then heads out the back of werrington into dogsthorpe, again where there is already a regular us service. It dose not pick up any other passangers in thease area, mainly because they all get on to the more regular, direct busses. It takes upwards of an hour to get into the city centre via bus, and then how ever long for onwards travel on other buses. Its discusting that stagecoach thinks its okay to waste peoples time just to attempt to squeeze more profit out of a route. If the route isn't filling there back pocket enought then that there problem, they are the ones making it out like there 'heros' providing a 'public servive'... Getting the bus is pointless for me, end of... should i get into the fact that a bus arrives in the sleepy village full of elderly people at midnight?</p>
9	What about addressing the current problems first? Operators that fail to operate published timetables and let down commuters on a daily basis.
10	Reliable bus service will encourage residents to not use their car, better for congestion and environment.
11	The growth in passenger numbers aimed should be the primary aim. An integrated public transport system will achieve the same.
12	More people in the UK uses buses rather than trains but trains usually get all the investment. Need to ask UK Government for more investment.

13	With the current issues with bus driver recruitment, this will undermine the delivery of any strategy
14	are the combined authority capable
15	You will not get regular buses if it continues to be inter political arguments all the time. How about the planners using the buses for a week to see how things really work
16	Meaningless clap trap to avoid accountability. Where are the OBJECTIVES?
17	Not sure point 2 should be driving decisions. Rather creating an income stream that will mean the council can sustain this service over a long period
18	Principles are fine - it will be interesting to see how aims can be achieved.
19	This is all corporate business speak. Why does it matter to bus users if the bus service is " Using the best operational model of provision to achieve the necessary step change in the most effective way" - what does that mean for us?
20	Private companies put profit first - that is why they exist. They always have better contract negotiators than the Authorities because they pay them more and they specialise. If they fail to make sufficient profit they can pull out - usually because penalty clauses are not good enough - and the Authorities pick up the tasks and tabs.
21	Just need to make sure services are not at the whim of private operators
22	Accepting the bus strategy is both inadequate and deficient it therefore follows that the underlying principles are also incapable of delivering the solution required. A re-hash of old ideas that have consistently failed to deliver a reliable service is in itself doomed to failure.
23	Important to consider working with surrounding counties that people live in but work in Cambridge. A bus service focusing on Cambridgeshire and Peterborough does not address this
24	Pie-in-the-sky, unachievable
25	More ambition along the lines of 'have you stopped beating your partner?' There can be no opposing these aims, but they are meaningless without budget and providers to deliver
26	Good luck - it's never going to work.
27	The financial backing is needed if this were to ever come to fruition
28	Again, if it happens.
29	Where is evidence on where people are travelling from and to?
30	TING was good but under the new provider it is terrible
31	I would 'make it not for profit' reinvest and keep fares low
32	The principles could relate to any mode of transport....not necessarily buses. In fact would make more sense if you were talking about an overall transport strategy. As it stands it is meaningless.
33	Agree need partnership working
34	I Partnership and integration If Stagecoach had competition it may help to improve their service
35	MOST importantly, profitability should not be a factor. Obviously you want it to be viable but there will always be routes that are not and these should be retained as they are often used by those most in need of a bus service.
36	It all states the frankly obvious.

37	Villagers need to connect to other essential services outside the village, ie doctors, dentists, shops etc
38	When implementing strategies, it would be good to think beyond the 'growth' of the company (doubling passengers, making profit, etc), as bus service is and should remain a service for people.
39	A continuous cycle of passenger growth is not sustainable unless you have exact provisions in place to accommodate for a further need of more busses. Don't just keep piling more and more passengers onto existing busses as you do now.
40	I think you have to look at funding and providing a lot more bus routes than are available now before doing a survey asking people about what they think of bus services when there are next to none to start with!
41	For this to work, the provision cannot be driven purely by commercial considerations, so a strong degree of democratic "ownership" is required. Conversely, it can't be subject to changes in political representation. This will be an incredibly difficult balance to strike...
42	Make using public transport more attractive than travel by private car.
43	Operational model of provision appears to confine itself to thinking of buses, whereas this may not presently be the case and may well change in the future before 2030 in some cases.
44	Re buses that need an app on a smartphone - I don't have a smartphone. how would this work for people like me? Buses need to be inclusive, and many people, especially the elderly do not have smartphones.
45	not exactly revolutionary
46	Is delivery achievable.
47	Yes. This is the ideal. But, will it be achieved. There needs to be political will!
48	A lot will have to be done to encourage current car drivers to change and use the bus network.
49	Typical gobbledygook from Local Councils who are incapable of managing budgets and providing services for rate payers. Use the money on repairing the public highways.
50	See my earlier comments - these are all nice words but they don't address the big issues.
51	Just generic utterances - what is the model going to look like, which partnership. Hat is integrated with what, ...
52	<p>I agree with the partnership and integration principles of the strategy but I don't think that a 'build a good service and they will come' model will be enough to snap people out of the habit of using the car on its own. At least not quickly enough for the bus network to become self sustaining and successful longer term. Bus prioritization is great but should be implemented alongside measures to discourage people from using their cars. I have a car and admit that it generally appears far more convenient for me to use it over the bus or train as I can get to my destination (or free parking within walking distance) for half the price or less. The price of using the car is even lower when taking passengers vs travelling on the bus (£12 for two adult return tickets to the city and back vs £3 fuel costs in the car). I'd be willing to sacrifice some time possibly spent in traffic for that saving.</p> <p>Also, I would be wary of creating monopolies on bus lines as it risks the</p>

	companies becoming complacent with passengers having no alternatives. Is it possible to award multiple contracts, have shorter contracts or have a council-run competitor to keep the companies honest?
53	Waste of our council taxes to fund these levels of bureaucracy. Get rid of the Combined Authority and give the money to the district councils who serve the residents.
54	Believe in integration. I would like to see the evidence that you will get passenger growth considering the Ting service introduced couldn't provide those numbers. I certainly don't think it will happen if you introduce a congestion charge, well not to the figures you may think. No transparency on the growth here or the current numbers.
55	see previous note
56	I have no idea what any of that means in real terms.
57	Reliability of service is absolutely necessary!
58	Don't understand what a 'continuous cycle of passenger growth' means. The maximum is 100% of all passengers, what is a 'continuous cycle of growth'. Growth is growth not a cycle.
59	Is Partnership sufficient to achieve the aims? Do we need to go down a franchise route to allow busy city routes and currently less busy rural routes to be linked together to maintain a robust system across the whole region?
60	Principles are fine but irrelevant if delivery is not apparent.
61	I don't understand the terms. One part of a strategy must be a long period of engendering acceptability of the offered service.
62	Getting people on busses generates revenue and can reward private operators, but cross subsidy is essential - I agree that a reliable attractive service attracts users and then revenue. A good service (even at unpopular times) is needed to make it possible to ditch the car.
63	Build trams, make it publically funded and have efficient and frequent suburban connections with trains and buses into the city. THEN, people will trust your public transportation enough to park their car or take village bus to connect with city trams that will never get stuck in traffic and will always be more appealing than a cumbersome bus that is always at the mercy of traffic. It would be lovely to say buses will never be stuck in traffic if there are so many that people will use them over cars but you are delusional and naive if you think you can switch a smooth car ride for a jostling bus. Trams operate smoothly and quickly. Trams are the way to go not more of what you already have: ineffectual and unreliable buses.
64	Make space for bikes on some routes
65	Lot of unachievable aims put together in a word salad.
66	The strategy is uninformative. We're asked to agree with motherhood and apple pie. It's a waste of time and public money to consult on this and the responses to the closed questions are meaningless.
67	An agreement will give you licence to add any bus route however much damage it will do
68	No need for it! utter white elephant-well done!!

69	Ref to Q 1 with the addition - LA and Combined to use their duty to cooperate eg Rutland have just got £22m levelling up - could some be used to connect to Stamford and Peterborough via wittering, Wansford, castor&Ailsworth, Bretton Centre & Peterborough Before Christmas 2020 there was an excellent understandable consultation for Cambridge with proposals based on Spatial Strategy. It was clear what it meant in terms of delivery. This vision is meaningless Based on Spatial strategy in Peterborough: medium size villages to have hourly bus services, Small villages to have an extension (original) of Call Connect - UNLESS there is a significant resource used by other villages such as a medical centre of post office.
70	Needs to be flexible to adjust to change there are several routes that could best be served by smaller vehicles e.g. mini buses.
71	I mostly agree with the 4 principles. However, partnership with private companies doesn't work now and it won't work in the future. All UK buses should be under the direct control and management of elected local authorities
72	The operational model will require that smaller buses are used where a service is essential but overall numbers are low. A degree of route flexibility, prior to on demand services in the future, is also necessary if the service is to convince sceptics
73	It's a nice principle but doesn't mean much when there are no buses you can actually use
74	The strategy relies on increased staffing and investment by others - no mention of incentives for them to do this
75	Not if it is being funded by the congestion charge
76	Integrates with trains.
77	But again, the provider needs to be accountable and held to account. Too many of their services are a running joke.
78	I read through the strategy and did not find anything to address any of my pain points: 1- Add a stop before the busway bridge to the biomedical campus and cut my journey to the station 5 times! 2- Make busway safe for the cyclists and pedestrains 3- Make a high speed north-south bus route. Journey time on buses during rush hour is insane. Either you add high speed bus routes or buses are as unattractive as they are now
79	Passenger growth will lag service improvement
80	Convenience and cost are really what most people are interested in and improved health and environmental outcomes.
81	Needs to consider people's work times How clubs and activities run so people can get to events and back
82	We need rapid hub to hub buses that do not stopped every 2 minutes. For example biomedical campus to Eddington. Only with this will people seriously consider taking buses for medium length commutes
83	These four principles seem - on paper - good ways to facilitate much needed improvement.
84	It's not partnership if you charge a congestion charge. That's division.
85	No bus in my village.

86	If the service becomes regular and reliable it will survive.
87	I think it is important to state that the reason the bus service was cancelled for Wittering and the surrounding villages was lack of use. Therefore, I believe that careful consideration should be taken in the amount of services to these areas, so they remain financially viable.
88	I don't understand the very vague statements above which have little meaning in terms of actions and timetable
89	Whilst I understand the need to be cost effective, in the past this has meant excluding routes which do not make enough money in favour of those which do. Unfortunately this leaves people in rural communities, who are far from the nearest amenities and services, neglected.
90	Agree with aims, but sceptical about delivery
91	Villages and towns are constantly increasing in size so if the buses are there, and reliable they will be used
92	Enhancement of service and conditions of bus stop waiting area/information needs improvement
93	Making a bus service available would be so beneficial and I believe you would have a constant flow of passengers. Even if the bus service was only 2-3 times a day. I also feel it would open up opportunities for people who are unemployed to get jobs if they don't drive.
94	Unfortunately using 'the best operational model', usually means cuts to services as happened in our village.
95	It's a bit jargony and vague. The earlier parts were in plain English, this leaves a lot open to interpretation.
96	Unless as part of your delivery strategy you were committed to providing bus services to and from Turves, the programme is largely irrelevant to me.
97	Principles are fine but irrelevant if delivery is not apparent
98	What about 'accessibility for a diverse population' as your fifth main principle?
99	Bus services that are privately owned should not be subsidised. These are private businesses and need to be operated on a commercial basis. Where services are cancelled, community initiatives should be used to fill the void. (Similar to FACT in March).
100	all sounds nice, but nothing specific on how. Prefer improvement with minimal impact on environment by use existing travel corridors, even if this reduces connectivity.
101	continued passenger growth may not be sustainable in the long term
102	It's meaningless management speak.
103	As a non-driver I NEED buses!
104	Apart from "passenger growth" which is understandable, the rest of the wording is just "blah blah blah".
105	While the principles may be aspirational delivery is another thing and I can not see the delivery being achieved with the current commercial provider
106	A cycle of growth and improvement is important but it's chicken and egg, you will only grow customer numbers if the starter service is reliable and frequent enough to drive a personal change such as commuting by bus.
107	We need a bus service to reduce social isolation.

108	by
109	Been convinced about the green use for the service
110	There is no mention of help for disabled
111	We should strive to enable travel by public transport and reduce the number of cars.
112	put never is a previous box as iur bus service from Peterborough to Stamford was stopped 2 years ago causing a great loss for the community we would support and need a bus service
113	People will use a reliable well run bus service with a decent timetable.
114	Are communities an equal part of the partnership or will they get what they're given?
115	The more buses plus a timetable you can rely on means more passengers.
116	Not sure how you will deal with franchise if no bidders
117	It's NOT a strategy we need in our area it's an actual bus service . Without a vehicle we are trapped in our village .
118	Growth will only happen by working in partnership with others including the communities and client groups which they hope to serve alongside the operators so that they can operate at a level of profitability to maintain and grow the services
119	Need much more detail
120	See previous comment.
121	The principles are fine but in my opinion the "best operational model" is not franchising in a largely rural county. Far too expensive for the taxpayer for a start, and you can achieve your main aims without it.. Partnership with operators and getting the basics right can work just fine if done properly. You can run "an integrated network" without franchising - it's largely about getting the marketing right.
122	Partnership with citizens should not rely on surveys but include creating multi-stakeholder groups across the County that can contribute ideas and opinions in the immediate and long-term development of the bus services. PS. Technically the 1st principle is an aim.
123	its essential to also focus on reducing the carbon footprint
124	Pre booking a bus is not always the solution a day before
125	The document doesn't currently state clearly enough the dependence of all the partners to deliver the Strategy. Great emphasis needs to be made of the role of other partners and their accountability in supporting the CPCA in delivering the bus (Public Transport) ambition) this has to be much more than just operators.
126	Unachievable, wishful, unaffordable, nonsense
127	Buses are simply not ambitious enough and highly unlikely to be efficient and convenient in 10-15years time due to continued growth in the combined authority region. Think bigger and more long term.
128	I don't think there are sufficient staff (bus drivers) to deliver this plan.
129	Again, poor services will not attract passengers then bus companies say there are no passengers so we will cut services further. It is high time to reverse this trend and provide services which will attract passengers
130	You are incompetent

131	Whereas I agree that passenger growth is an admirable target, you can have that if the services are failing. I am a strong believer in subsidised bus services to help free up our roads but you have to acknowledge that for older people and often youngsters with kids for multiple drop-offs, a car is much more convenient. You must accept that you will never remove cars from village locations - we cannot survive without them
132	While all 4 principles are important I believe that 1 should be the ultimate principle but that principles 3 and 4 are fundamental to delivering it. In contrast, I believe 2 is less important than 3 and 4, although what is the 'best operational model' will vary dependent on local geographical and market circumstances. The CPCA's speedy delivery of 3 and 4 is essential, and this speed may be impacted by which operational model of provision the CPCA decides to adopt.
133	Once again - how do people know that the resources will be in place - both. Buses and drivers - for this to actually materialise.
134	Again, it says the nice things, but the institutional and structural barriers are entrenched and cannot be resolved at a local or regional level. Ministers created these problems, and it's up to them to resolve them.
135	Partnership? Integration? - all that's needed is just a decent, trustworthy operator who understands the basic needs and principles of conveying passengers from A to B, and knows how to treat drivers properly with suitable hours for the job to maintain safety and personal health of the workforce.
136	Just cannot see it happening
137	The relationship between the Authorities and franchised provider of services is crucial. Stagecoach operates from an ill placed 'depot' on Lincoln Road in Peterborough. Buses that run are not well maintained nor clean. Often displaced from Bedford or Cambridge vehicles are used in Peterborough. Why is Peterborough constantly the recipient of these vehicles that don't meet the strict standards in Cambridge?
138	True integration must be the aim. This means providing services that include railway stations, with timetabling which suits the trains. Long term planning which means a bus route will not disappear after a couple of years. Users can then plan their lives around the services. This used to be the norm before deregulation. Cambridge desperately need a proper urban light rail system. A tram on rail network is seen as permanent, whilst buses now have a reputation of here today gone tomorrow.
139	please make the bus system as good as the one in London. I understand that it is heavily subsidised, which is fine
140	But I think Nationalised buses would make this easier to achieve.
141	Passenger growth can only come as a key result of achieving the bus strategy Moreover is it necessary especially for rural area? And over how many years is that growth expected?
142	Again, not enough provision for disabled etc. Users

143	<p>Achieving a continuous cycle of passenger growth and service improvement"</p> <p>Growth in passenger numbers/journey numbers is essential to maintain the income to sustain the bus service.</p> <p>The strategy should be explicit that bus priority measures are about prioritising buses over motor vehicles so that there is road space for buses to flow. Investing in buses that will be constantly stuck in traffic will be pointless.</p> <p>Bus prioritisation strategies must be in line with the 'hierarchy of road users' – a concept that places those road users most at risk in the event of a collision at the top of the hierarchy – and be considered with other transport strategies like the Greater Cambridge Partnership's proposed Sustainable Travel Zone. Bus priority must not be at the expense of active travel.</p> <p>"Using the best operational model of provision to achieve the necessary step change in the most effective way."</p> <p>This principle should be rewritten in language that is meaningful to bus users and free of corporate jargon.</p> <p>This strategy must be clear about how bus driver recruitment and retention will be improved. There should be more information about better conditions, pay, career progression and flexible working hours for bus drivers.</p> <p>Consideration should be given to following the example of the West Yorkshire Combined Authority which has appointed a training provider to run a 'Route to Success' programme, in partnership with local bus operators, designed to bolster the number of bus drivers in the region.</p> <p>The operational model must also consider partnership and on this issue we strongly recommend franchising.</p> <p>Partnership</p> <p>For bus services to be sustainable and this vision achievable there must be increases in passenger numbers. The strategy must be clear about how it will be delivered: the Cambridge Sustainable Travel Alliance's view is that franchising will be required.</p> <p>Integration</p> <p>This principle must elaborate on improvements being made possible by integration with other transport strategies (e.g. Cambridge City Access). Buses can't run at regular time intervals with consistent frequencies unless priority measures allow them to avoid traffic jams.</p>
144	<p>Most users do not care about growth in numbers, that is a business interest. The best operational mode - best for who?- for example I would not travel on a driverless bus.</p>

	3& 4 not really comments applicable to users 3 & 4 are
145	Unclear what partnership and integration means in this context. The principle of working towards continuous growth seems ambitious, perhaps an aim around meeting demand and customer satisfaction
146	Make it fast, efficient, and cheap, then all will use it!
147	Personnally, as I'm not going to change how I currently travel around Cambridge, and am aware of current minimal use of buses on routes near were I live I'm sceptical of the need for this.
148	<p>I want you to deliver a bus strategy, but I have no hope of you actually doing so because the way it is written is not centered on USER NEEDS. Please tell me how you are going to meet the user needs of the citizens of the combined authority for bus travel. Start with the users most vulnerable to stranding.</p> <p>You also don't make it clear that the main ways successful delivery will achieved is via franchising and road space reallocation away from private motor vehicles.</p> <p>---</p> <p>Delivery needs to include significant attention to communication with the citizens of the combined authority. In both Cambridge and Oxford there is currently:</p> <ul style="list-style-type: none"> - a large collective of local people organizing (Gilets jaunes style?) against congestion charging, see https://eastangliabylines.co.uk/cambridge-residents-up-in-arms-over-congestion-charge-proposal/; and - well-organized fascist groups who have backing from global right-wing operators like Jordan Peterson mobilizing against the climate change policies we need to survive and adapt, see https://www.opendemocracy.net/en/oxford-15-minute-not-our-future-city-david-fleming-conspiracy-theory-covid-death-audit-fraud-scam/ <p>The combined authority MUST get the message across that delivery of this service ensures freedom of movement AND better health through air quality improvement AND adaptation to climate change ALL of which are essential over the long term. This is essential to stop the former group finding common ground with the latter group, which is essential to our local democracy.</p>
149	An integrated transport strategy is required to deliver a frequent and reliable bus service connecting to where people want to go. Connectivity and a comprehensive network providing a direct connection is a key consideration.
150	I think what is needed is bus franchising and either congestion charging or workplace parking charges to generate a sufficient cash injection to deliver the step change in level of bus service that is needed. Partnership is a good concept but will not deliver the level of modal shift that is needed.
151	Delivery is all about you, not the passenger

152	Contracting "Using the best operational model of provision to achieve the necessary step change in the most effective way" and "Achieving a continuous cycle of passenger growth and service improvement ". the wording is a get out clause when it is not achieved or unviable.
153	Just common sense
154	The current operation model does not work, so alternatives must be implemented
155	I fear that the cart is currently being put before the horse. Bus operators need to be efficient and reliable. Cambus and other elements of Stagecoach East are nowhere near that. Just one example will demonstrate my assertion.Your case study of the busway is way off. The timetable is nonsense. A & B services run very closely together so that the second bus will not pick up many passengers on the way. At peak times of course they do not need to but even here there is a problem because in the evening some people are left behind partly because people going to Orchard Park from the city take up places needed by longer distance passengers.At times quite often we will get 2 service B buses one behind the other. They will overtake one another and all too often the one that is pulled off at Huntingdon is the second one leaving those who want to get to the hospital having to wait. I now try to get a bus earlier than I need to because of unreliability. If a service is unreliable many people will just get in a car. As I am retired I try to get a bus much earlier than needed.
156	N/A
157	It hasn't worked so far what's going to be done differently to make it work going forward.
158	I do not want to see drivers footing the bill for this project which is inequitable znd grossly unfair.
159	For me, environmental improvement is the key principle
160	Where I live we have access to an "on demand" service. However, it is never available until mid-morning and again not available mid-afternoon, both because of school demand monopolising the service.
161	Item 1 ok rest "jargon"

162	<p>1. Achieving a continuous cycle of passenger growth and service improvement: This principle mentions an injection of investment but does not mention the congestion charge. This is disingenuous. This principle does therefore not explain how the strategy will be delivered at all. A congestion charge is completely unworkable for residents of Horningsea because, as pointed out in previous questions, Horningsea residents will not have access to an improved bus service at all. Even though you state that "all areas" will benefit from a regular improved service. If residents of Horningsea are still having to rely on their cars, they are being penalised twice. Once by having to pay the congestion charge and twice because they have no bus service available to them.</p> <p>2. Using the best operational model of provision to achieve the necessary step change in the most effective way. It is hard to see how this model (franchising) is going to be able to provide a better service. With the network fragmented between different franchises the system is opening itself up for confusion. Some franchises may not be sustainable because they have some of the worse routes in the area. These franchises may not have the ability to compensate that with revenue from busy routes. Fragmenting the area in this way will have a detrimental effect. The strategy does not explain how this will work financially. There is no business plan. To deliver a strong bus service it should not be fragmented. And if the current model of one provider does not work, the authority should strongly consider taking over the service themselves. Because there is no business plan, we have not been shown the three options that are laid out in front of us. (Franchise, Single provider, council provided service). There is no proof in the strategy that a franchise is indeed the best operational model.</p> <p>3. Partnership. Partnership are notoriously difficult. There is a real danger that this will become a situation in which no decision can be taken because there are too many cooks in the kitchen. It is unclear why "management of highways and local parking policies" are relevant to the bus service. With this many parties (commercial, voluntary, authority) in the system, fragmentation of the service and disagreement about service provision will be a serious risk to the service. The overhead of coordinating decision-making will be too great for the service to be able to focus on service improvement. Coordinating budgets and spend from this many parties will bog the service down in red tape and create a monster that cannot operate efficiently or be financially viable.</p> <p>4. Integration. The text of point four does not talk about how integration will be achieved. It merely mentions "other more specialist types of transport". It does not explain how this will be achieved, what these types of transport are and how residents would get access to them. If this is not understood and made available in an easy way, residents will revert to their known form of transport (their cars) and the strategy will be unsuccessful.</p> <p>In summary, words like "continuous cycle", "best operational model", "partnership" and "integration" are meaningless if you don't explain what they, how they function and how they will deliver a service that encourages people to give up their cars for the bus. Not once have you convinced motorists for which journeys they would be better off using the bus service.</p>
163	<p>Again, lack of ideas how to attract the trade to people so new drivers can be hired.</p>

164	Lovely theory. Practice?
165	These principles seem vague and difficult to monitor.
166	The principles are visionary but they would benefit from following SMART principles to ensure they are followed.
167	Partnership is very important, especially with elected Members. There was a recent meeting in Peterborough with Members, council officers and a CPCA representative. The meeting was very positive in updating Members and listening to feedback. We would encourage further engagement as the Bus Strategy develops further.
168	Passenger growth is an essential pre-requisite to ensure sustainability of services and service improvements. Operational models (no 2) is not very clear but presumably refers to pages 12-13 of the strategy which highlight busways, TING etc i.e. different models of provision. Partnership (no 3) is equally vague - we assume from page 11 it could mean an 'enhanced partnership' or franchising. Living Streets thinks franchising is more likely to succeed in creating an excellent bus network and enable ease of pedestrian access to and between buses.
169	Not too much use of profit- driven private companies
170	Again, sounds good in theory but far far too general to be very useful for this type of consultation.
171	It must be clear that franchising and road reallocation will be required. It's important for the local authority to be able to set fares and enable more profitable routes to subsidize loss-making ones. The principles should be less vague.
172	These principles will only be brought to reality by all the different areas of local government working together. eg Highways will need to build bus priority into junctions and road systems and restrict parking to give buses access in residential areas. Planning will need to ensure bus-friendly routes through new developments.
173	I think accessibility should be key
174	This section is hard to understand and doesn't provide specifics, like franchising, which are clearly needed. Demand-responsive transport also looks like an option that could be more widely exploited.
175	Loaded question again!
176	Good principles
177	<p>While I agree, again these are vaguely defined. Specific, ambitious goals are required to ensure accountability.</p> <p>Franchising and road reallocation are both necessary in order to achieve the wider aims, this should be acknowledged and clearly stated. Investing in buses that will be stuck in traffic is pointless, so allocated roads are required in congested areas, this must not be at the detriment of active travel. Other cities show how bus franchising is effective at encouraging competition whilst maintaining control. I don't believe there is an effective alternative, the authority must not be kowtowed by Stagecoach and their monopoly!</p> <p>I don't understand this phrase: "Using the best operational model of provision to achieve the necessary step change in the most effective way" it should be rewritten in plain English.</p> <p>Recruitment is a key risk to expanding bus travel in our area. I'm not clear from the strategy how this will be addressed.</p>

178	see response above - and note that the terms above are so vague and disguise the damaging nature of the actual proposals
179	I do not know whether the combined authority will make better decision on routes, timetable and fares than private operator. I can see pros and cons to that approach, hence why I do not strongly agree.
180	Busses won't ever replace personal transport
181	Bus has to be reliable in the long term. If services can be removed, then they cannot be trusted. We saw this in the pandemic: bus services were taken away, even when needed, hugely increasing journey times. if I cannot trust that the bus will be there in future years, I will not commit to it.
182	They've cut some times like lateness of busses ie barhill some people I know live on barhill work in Cambs and now have to get taxi home because the busses have changed.
183	Point 2 makes no sense really. What step change? And where is your financing proposal in the points above please?
184	General point- very cumbersome wording which is quite inaccessible. Less corporate terminology would make be better. Relying less on company profits making vulnerable people on less commercially attractive routes addressed is good On point 1 - transparency on funding plans and use of congestion charge (if introduced) should be made clear
185	Still a dream. I do not support a congestion charge.
186	The strategy has good aspects/intentions, but is vague. Too vague to measure IMHO. It needs to be clear that bus priority over private vehicles is a (necessary) feature/objective. Bus services cannot be reliable unless congestion is removed (or bus priority measures exist at all possible congestion points) The Road user hierarchy must also prevail - an improved bus service must not be at the expense of active travellers.
187	It will only work because drivers are going to be taxed to use the roads.
188	It's not achievable
189	Forcing people to use an outdated bus service by bringing in congestion charges is not right.
190	It will never happen
191	Cars are still needed due to health conditions
192	Disagree in getting this funded by the congestion charge
193	I understand you need money first. From us, the people. So I say a firm NO. Every year e.g. council tax goes up, and what do we get out of it? The quality of services goes down drastically, it's a tragedy who we have as decision makers and how they manage our money. I do not agree to any proposals to extort money from us.
194	Again they assume buses are the best way of enabling people to do everything they currently use cars, or other vehicles for. Why is continuous passenger growth a principle? 3 and 4 are vague, meaningless and impossible to measure.

195	Cycling should still be encouraged rather than pushing for additional buses and bus lanes
196	if you want us older ones to give up our cars drop the bus pass age down to 60
197	This is a tax on residents to pay for a service I do not use...
198	In paper falls into place but in reality how many people are able, willing, afford and have the time to wait in all weather for a bus?
199	Why don't you take your plans to China and get them to implement them? They are the heaviest polluters on the planet! Why should we suffer because of China?
200	Gosh these statements are all very nice and great sound bites. But it has to be deliverable and not "cloud cuckoo" plans as the public will see through this.
201	Sustainable travel system is vital to achieve
202	How do you have more passengers? Have more bus services. this is not mentioned in the bus strategy. It is WHERE the buses go that matters.
203	Also if you're going to grow the number of passengers you need more room for wheelchairs and prams. When I try to take the bus with the kids I am already constantly being kicked off the bus because there isn't enough room (folding everything up isn't practical for me)
204	No explicit mention of public control/franchising. No explicit mention of infrastructure change, e.g. road use reallocation Points 1&2, as worded here, are vague and full of jargon - could mean anything
205	Big words. Get real.
206	Integration is a very difficult thing to do so it's good to prioritise it
207	The policy should be mindful of the need for further growth and ensure that implementation at this stage allows for increase in capacity of fixed facilities in the future and does not block future growth of other transport modes. 'Partnership' must take proper account of public ownership and user involvement.
208	All words. Good words but how are you going to find the bus drivers especially at unsociable hours etc. My daughter is a paramedic, she needs a reliable fast service to Addenbrookes especially during her night shifts. She also needs to carry spare uniforms etc, at the moment it is quicker and easier for her by car. How will you persuade her to use a bus?
209	I agree with these, but again, think that they require expansion, clarification, and they need to be more specific. At a glance, I don't understand what they mean, which harms the public perception of the strategy, and again leaves room for watering down of commitments.
210	What you mean to say is you will block our highways to vehicle users. This will cause our local economy to collapse. 30 means more of our rates are going to be wasted. 4) Integrate what?
211	Successful delivery will require franchising and road space reallocation
212	But this is nothing new. its stating the obvious. Why has it taken so long and at what cost? Pathetic progress.

	What is missing is understanding geography of a medieval town like Cambridge is not suitable for buses. Word Search- no mention of Heritage?
213	More ideology being touted over basic practicality and implementation strategy. I don't use busses in Cambridge because they aren't practical or useful. A 10min car ride = 50min EXPENSIVE bus ride. NO THANKS.
214	The rolling back of deregulation is a good idea. However, it could be more ambitious - why not cut out the middleman and have local government run the bus services directly without the involvement of rent-seeking private companies?
215	I do not see that Partnership working can achieve the objectives, and may just delay the needed actions for franchising
216	In truth I struggle to see how these aims will be achieved and the principles adhered to without the bus systems being publically managed rather than privately funded.
217	1. Should aspire to meet, not create demand; 2. Funded by a combination of: tourist tax, Workplace Parking Levy (as in Nottingham), Community Infrastructure Levy (as in East Cambs), and Land Value Tax (as was used in Cambridge 200 years ago). 3. Publicly owned. 4. Yes, with light rail.
218	You will need franchising and road space reallocation to achieve your goals - this needs to be mentioned in the vision. You cannot bring in the changes you want without control of the buses and you cannot improve the reliability and speed of the buses without being able to change traffic conditions.
219	CA needs to work very closely with county districts, city and gcp.
220	This is again poorly worded. Assume option 2 is Franchise and 3 is enhanced partnerships? Which are kind of mutually exclusive?
221	You cannot treat rural locations the same as city ones & neither side wishes to pay extra for what will not benefit them.
222	All rather vague! When I am too old to cycle, I hope the buses will be able to operate on roads that are free-enough of cars...? Getting people out of their comfortable cars is difficult: it means comfortable buses and bus stops. For instance, if the stops are not sheltered from the rain, who wants to stand there waiting for a bus?
223	On paper, it looks good but you have to be realistic and ask why are you doing this and why would someone switch to a bus from a car. The answer is they won't unless they are forced to or if it takes less time or costs less money which it won't unless the charge is introduced. So to make this work you need the charge but the charge is going to be unfair to the poorest. I don't see how you can mitigate this without banning all vehicles (excluding goods, residents, disabled and taxis, etc.). Maybe you should. I believe you could if you had a functioning tram service that people might actually use.
224	Difficult to disagree with such bland, non-specific statements.

225	Privatisation is a disaster
226	The plan currently is to charge car, van, motorbike and lorry drivers to meet the costs of these buses. And bus journeys cannot meet the requirements of many of those drivers, so they will be paying for their own travel AND buses. Try taking plumbing tools or carpentry equipment on a bus every day to work.
227	<p>Principle 1: Achieving a continuous cycle of passenger growth and service improvement Growth in passenger numbers/journey numbers is essential to maintain the income to sustain the bus service.</p> <p>The strategy should explicitly state that bus priority measures are about prioritising buses over other motor vehicles so that there is road space for buses to flow. Investing in buses that will be constantly stuck in traffic will be pointless.</p> <p>Bus prioritisation strategies must be in line with the Road User Hierarchy (which prioritises active travel and public transport over private motor cars) and must be considered with other transport strategies like the Sustainable Travel Zone. Bus priority must not be at the expense of active travel.</p> <p>Principle 2: Using the best operational model of provision to achieve the necessary step change in the most effective way This principle should be rewritten in language that is meaningful to bus users and free of corporate jargon.</p> <p>This strategy must be clear about how bus driver recruitment and retention will be improved. There should be more information about better conditions, pay, career progression and flexible working hours for bus drivers.</p> <p>The operational model must also consider partnership and on this issue the CSTA strongly recommends franchising.</p> <p>Principle 3: Partnership For bus services to be sustainable and this vision achievable there must be increases in passenger numbers. The strategy must be clear about how it will be delivered: our view is that franchising will be required.</p> <p>Principle 4: Integration This principle must elaborate on improvements being made possible by integration with other transport strategies (e.g. Cambridge City Access). Buses can't run at regular time intervals with consistent frequencies unless priority measures allow them to avoid traffic jams.</p>
228	This is all well and good, but you need to be more explicit that the only way to achieve this will be a) a radical shake up of the ownership model of the bus network here; and b) a commitment to reallocate space to those doing the right thing and travelling by public transport and active travel.
229	I agree but it won't help if I have my weekly shopping to carry

230	Another pointless question
231	I would like to see a better connected network throughout the county
232	Unrealistic and impossible to achieve.
233	Just get on with it!!!
234	Need to ensure that buses have priority over other motor vehicles (but not active transport) so that they aren't stuck in traffic, which will deter users.
235	<p>I agree with the principles but they are too vague.</p> <p>Growth in passenger numbers/journey numbers is essential to maintain the income to sustain the bus service. The strategy should explicitly state that bus priority measures are about prioritising buses over other motor vehicles so that there is road space for buses to flow. Investing in buses that will be constantly stuck in traffic will be pointless.</p> <p>Bus prioritisation strategies must be in line with the Road User Hierarchy (which prioritises active travel and public transport over private motor cars) and must be considered with other transport strategies like the Sustainable Travel Zone. Bus priority must not be at the expense of active travel.</p> <p>You need to be clear about how you're going to increase passenger numbers. Franchising is essential to this.</p>
236	Transparency over services is needed, obligations, expectations, key performance indicators and penalties, as current providers have been unregulated.
237	Generally agree with the four main principles given for this question, but don't believe the Combined Authority has the ability to deliver considering the rest of the Strategy document.
238	See my comments on the previous question.
239	<p>The proposed delivery principles are OK so far as they go, but they are not specific enough. In particular, there needs to be a clear commitment to move rapidly towards franchising, without which the aims of the strategy simply cannot be achieved.</p> <p>It also needs to be much clearer and explicit that the CA and its partners will apply rigorously the transport hierarchy which prioritises active travel and public transport over private car use.</p>
240	The bus services must be improved. If they are, then more people will use them. But that improvement must not come by disadvantaging other road users, or through measures that will cause harm (financial or otherwise) to people who are not able to use them.

241	<p>The direction of the principles for delivery is fine, however, once again, they are too vague – and jargon-ridden – to ensure accountability. It must be clear that successful delivery will require franchising and road space reallocation.</p> <p>“Achieving a continuous cycle of passenger growth and service improvement”</p> <p>Growth in passenger numbers/journey numbers is essential to maintain the income to sustain the bus service.</p> <p>The strategy should be explicit that bus priority measures are about prioritising buses over motor vehicles so that there is road space for buses to flow. Investing in buses that will be constantly stuck in traffic will be pointless.</p> <p>Bus prioritisation strategies must be in line with the ‘hierarchy of road users’ – a concept that places those road users most at risk in the event of a collision at the top of the hierarchy – and be considered with other transport strategies like the Greater Cambridge Partnership’s proposed Sustainable Travel Zone. Bus priority must not be at the expense of active travel.</p> <p>“Using the best operational model of provision to achieve the necessary step change in the most effective way.”</p> <p>This principle should be rewritten in language that is meaningful to bus users and free of corporate jargon.</p> <p>This strategy must be clear about how bus driver recruitment and retention will be improved. There should be more information about better conditions, pay, career progression and flexible working hours for bus drivers.</p> <p>Consideration should be given to following the example of the West Yorkshire Combined Authority which has appointed a training provider to run a ‘Route to Success’ programme, in partnership with local bus operators, designed to bolster the number of bus drivers in the region.</p> <p>The operational model must also consider franchising.</p> <p>Partnership</p> <p>For bus services to be sustainable and this vision achievable there must be increases in passenger numbers. The strategy must be clear about how it will be delivered: the Cambridge Sustainable Travel Alliance’s view is that franchising will be required.</p> <p>Integration</p> <p>This principle must elaborate on improvements being made possible by integration with other transport strategies (e.g. Cambridge City Access). Buses can’t run at regular time intervals with consistent frequencies unless priority measures allow them to avoid traffic jams.</p>
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Appendix 1d: Comments Q8. How would you prioritise our strategies?



Response Number	Please explain why, if you wish, and add any other comments you may have.
1	One off return journeys / day tickets don't have to be ultra cheap, but a weekly / monthly ticket needs to be as cheap as possible for people that rely on the service for getting to work.
2	We have a hopeless bus service in this village so everyone uses their cars to get around
3	Most common reason people don't use buses is because of the unreliability of the service.
4	I do not know what to do to this page to show my hopes.
5	A citywide interchangeable ticket between operators might be popular. Timetables again posted on bus stops showing the complete route with outward and return times. Keep information up to date. Some services are poorly advertised and potential passengers unaware of their options.
6	Get transport for London or Ipswich buses to run it:
7	We currently have an hourly service with old buses for the X3 Whippet. We don't need fancy buses - but we do need buses that actually operate. Currently commuter buses are cancelled several times per week.
8	There is no hierarchy - all are primary aims.
9	village residents will not stop using their cars without an integrated bus service for villages. People won't walk a mile to a bus stop, some can't walk a mile, elderly, or with young children
10	It goes without saying that if you have a decent service you will have delighted customers!
11	Without OBJECTIVES a strategy is meaningless as it can only refer to an overarching approach to achieve a set OBJECTIVE. I object to being forced to answer the above in order to continue, not least because it infers that it doesn't want my opinion unless I fall into line; I don't.
12	There is a lack of buses to rural places. Especially Isleham. I think you can have lower quality bus stops, if you can get more buses
13	currently buses do not go to places I want to go to ie work or leisure
14	These so called strategies mean nothing. You need a bus network for hop on hop off inner city travel and train and fixed rail to bring people fast from suburbs and hubs to the city centre. Rural buses to connect to extended train, metro and fixed rail network
15	Request stops - saving walking distance for older or less able people would be very useful and attractive.
16	There are definitely some rationalisations to be made in the routing of services between larger settlements in Cambridgeshire and Cambridge itself. Improving the (currently dismal) reliability of the existing services should really be first, but I'm not sure what that comes under.
17	It's amazing that a reliable service is not listed as one of the priorities. This further confirms that not only is the strategy inadequate but the people writing the strategy are totally disconnected from what the people need. This is what happens when the strategy is based too much on the urban service and not enough on the rural service. The ONLY way to get people out of their cars and onto buses is if you turn your strategy around and start with the rural service needs first and then follow with the urban or town services.

18	Rural areas are seriously disadvantaged in terms of bus services meaning cars are the only way to reach shops, hospital, doctors, schools etc
19	I have a senior citizen bus pass. I don't know why I bother. Can't remember when I last used it.
20	Living in a rural area we have hardly any bus service so transferring to a bus is not an option
21	Need to consider purpose of journey- carrying luggage, large shopping or equipment for events and returning late, actually having room and privacy to use wifi for work, etc
22	Buses from villages to towns to cities
23	As it is now, the bus system is not reliable. I had to opt for a taxi a few times last month, while waiting for a bus that never showed up. So I'd like the bus to actually come by the bus stop and take me where I'd like to go, based on the planned schedule. If I can make it to the bus stop on time, I'd expect they would show up.
24	Clean buses
25	Don't know what 'delighting customers' means - I would be delighted to be able to get where I want to go quickly and on time
26	Questionable benefit in prioritising these strategies - they are all important and the sum is far greater than the parts - I mean that if all are implemented, the result will be way better than totalling the benefits of each strategy.
27	Don't forget rural north Cambridgeshire. Cambridge is not easy or cheap to get to from fenland area
28	Please also include a COMFORTABLE environment on the busses with fresh air, air conditioning in summer mandatory (not based on the drivers' preference) and no overcrowding!
29	As a transport, on time will be very helpful.
30	You need to get people to hubs like Oxford, Bury St Edmunds, Peterborough. I cannot go to Wimpole Hall because there is no bus service to it. There used to be a direct bus but the few that go now terminate at Orwell in the middle of nowhere and not walkable without endangering life along a major road to the farm and hall
31	This has said very little about the fact that the commercial network accounts for the majority of journeys. Prioritisation operates in the sphere of influence caused by subsidy and control. This intervention should focus on those who cannot afford a car to get to vital services first and foremost. Allowing commercial services to see if trips for leisure etc can be accommodated.
32	I live in a large village to the north of Cambridge but the transport connections are relatively poor and much worse than they used to be. We need more direct connections to the Busway network
33	Need bus services that take roughly the same time as a car journey to the same location. For example Werrington to Peterborough Queen's gate, in 15 minutes not 45 as at present.
34	In reality all these characteristics are first priority
35	just need a quick, cheap bus - lets not oversell this, i don't need to be delighted by a bus.
36	No.1 & No.6 above are similar when they state that people will want to get on and want to go places.

37	It is essential that people know what services are available, and that they can rely upon them. Integrated tickets across all services are essential to encourage maximum use.
38	People living in rural areas should have to work their lives round bus timetables. If economically that means hourly buses then so be it.
39	This area (Hemingford Grey) has a limited bus service on only one day a week. Consequently nobody in the village can do without alternative transport.
40	Buses just need to work for the people who need them and be a viable alternative to the perceived convenience of the car. I imagine most people who have a car now will still have access to one for longer journeys in future, therefore they'll have access to a car for shorter journeys too. My desire would be for the buses to work reliably, get me where I want to go in a reasonable time and be relatively affordable compared to the car and general living costs. If that means that people like me should pay a bit more to use the car or be otherwise discouraged from using a car then it should be done for the better quality of living that it could bring in terms of pollution/congestion reduction.
41	What is a strategy for 'delighting customers'
42	If you don't have affordable buses going to where people want to go then there won't be any passengers.
43	You should have shown the strategy at the start of the survey, so people could read before they answered the questions. I want to see Value for Money, all I see is aspiration.
44	more people would travel by bus if they were more reliable and would turn up on time
45	At the moment there is no or very limited bus services for local villages. I live in Heydon so the only option for travel is by car.
46	People will not use a service which takes much longer ,with a connection if it is slower than using a car
47	Definitely more info if buses are late or cancelled
48	The needs around the county are varied. Therefore we need to have a responsive transport option that meets the needs of many different communities. From a dial a ride/ Tng type system right through to a 15/30 minute shuttle for work hours in bigger towns and our cities
49	Rural buses are a joke. Timetables produced only to be cancelled or 'not cost effective'. Of course they are not. A car holds 4 or 5 people a bus 30 plus and only 20 people a day want to travel so of course they aren't cost effective. If you can't solve this problem say so. Don't inflict a congestion charge on us when you have no viable plan for buses to the villages
50	We need frequent, reliable services in rural areas. Currently those dependent on these services are poorly served. I know of elderly people walking long distances to get to hospital and doctors appointments as they can't rely on the buses to come. This leads to a downward cycle, where people aren't getting the bus as they can't rely on it, and buses aren't run because no one is getting them.
51	The key is an integrated reliable system.

52	I doubt that 'getting the message out' is of any value in itself. Delight your customers and they will spread the message. But unless the other 5 strategies are fully achieved there will be little delight.
53	An easy to understand printed bus timetable.
54	Don't oversell - you risk making nice busses and a brand without actually having reliable services. Nice busses are a good extra, but you need a dependable useful service first, before you shout about it. Car users will try it once and then ...
55	This survey is not good only listing answers the council want to hear its absolutely pointless
56	None. Buses are a bad idea. Change all of those options to trams and I'd answer.
57	Use all bus companies to link routes
58	another pointless question. and what does 'delighting customers mean'
59	Not doing environmental damage is missing and a lot of existing plans will do environmental damage
60	It needs to be frequent and reliable and most of all get commuters to work on time without cancelling services or significant delays at peak times. Stagecoachs managing of this is appalling. There should be penalties for poor performance and complaints from passengers.
61	Who has written these options? There is already a bus service for rural areas....People already get to places on time (not everything has to be done "quickly"!!) ; where is there ever any value for money if you don't use it or need it? I assume I won't have to pay taxes to maintain this white elephant? What message? I don't know anyone (a real person) who is the least bit "delighted"-good God! What bus service do people not want to get on? who did this?!!
62	Q1 Before Christmas 2020 there was an excellent understandable consultation for Cambridge with proposals based on Spatial Strategy. It was clear what it meant in terms of delivery. This vision is meaningless Based on Spatial strategy in Peterborough: medium size villages to have hourly bus services, Small villages to have an extension (original) of Call Connect - UNLESS there is a significant resource used by other villages such as a medical centre of post office.
63	All are important
64	I would just like a bus service that is reliable where buses turn up at their timetabled time or messaging that tells you when a bus isn't running.
65	The most important part is an extended network and high frequency, otherwise the proposition is not fulfilled. Delighting customers is an outcome of getting the other basics right
66	"Delighting...." and "....services people want to get on" are meaningless promotional spin. Can only assess by limited retrospective survey and will have different cohort responses based on a wide variety of factors, including whether there is associated car ownership or not. If there were busses at the right time going to the right place I would use them more.
67	If you manage to achieve this it will get people out of their cars'
68	Delighting passengers... really ... concentrate on the core fundamental fast efficient cheap services

69	Talk to people, list their pain points and address them. There is nothing to address any of my pain points throughout this strategy
70	Nobody should be unable to board a bus because it is full. Nobody should have to wait for an hour because several services were cancelled at the last minute with no prior warning online or on the digital display at the bus stop.
71	Providing better more consistent bus routes for rural communities will help grow the economy because young people will stay in these areas and support them rather than leave for the city. An increasing elderly population reduces economic activity in rural areas. Would also reduce the reliance on cars.
72	buses must be electric
73	Slashing fares and extending rural service prevent you from delivering an excellent service that customers want to use.
74	We need rapid hub to hub buses that do not stopped every 2 minutes. For example biomedical campus to Eddington. Only with this will people seriously consider taking buses for medium length commutes
75	The top 4 priorities are the most important - if these are implemented then the rest will follow!
76	No bus service in my village
77	Rural areas really need buses! All these new houses are being built but not enough amenities so you are stuck in the middle of nowhere it's very depressing!! Also there is military spouses who's other halves get posted here and they are stuck! Also young people are struggling to be able to get jobs as no bus service the call connect is rubbish!
78	Wittering hasn't had a bus service for over a year now. Not everyone has a car or licence and rely on a regular bus service.
79	These are all important. As a Wittering resident we desperately miss our regular bus service. Call Connect has let us down on many occasions.
80	We currently don't have a bus service, so just getting that back would change the lives of so many people
81	We don't currently have a regular bus service and as a disabled person who is unable to drive I feel isolated and cut off. I feel a loss of independence because I have to rely on family and friends to get out of Wittering.
82	Safety, welfare and respect taken as well as care in all aspects of bus travel.
83	I think that they are all important, and all viably achievable
84	We need a bus service in Wittering. It's very isolating if we can't get out of the village. In this day and age value for money is vital, we understand there's a cost to running this, but I needs to affordable for all.
85	There should be bus services readily available to all, rural, disabled, elderly
86	I live in Wittering with no bus service. This has negatively affected our community on so many levels. Our children are isolated, our elderly residents are isolated and a lot of our younger parents that can't afford to drive are isolated. Our civilian housing is predominantly affordable housing with low income families, they used to rely on public transport to get to work, now they can't. Our military residents have a large proportion of young families with a stay at home mum that can't drive and have no way of getting out of the village during the or getting to work.
87	We feel very isolated and forgotten in our village.

88	Wittering has had no bus service for quite a while - not acceptable.. How are people without cars expected to get to education/work/doctors/shops?
89	To be honest these all need to be number 1.
90	A long way to go to DELIGHT customers! Improve bus service!! Insist on franchised operators replacing old diesel buses. Improve information at ALL bus stops ie. No 2 to City Hospital via South Bretton. It is a busy service.
91	Having a bus service in rural areas should be a priority. It will change peoples lives
92	Those of us in rural areas and who do not or cannot drive, are cut off from essential services such as hospitals, gp, our costs are higher as we need taxis etc. Good, reliable, affordable public transport is essential to avoid isolation, poor health and increasing costs.
93	Rural areas are isolated with no bus service.
94	Wittering need a reliable service. The current provider is poor and utterly unreliable
95	We have no bus service in Wittering meaning no way if leaving village if you don't drive. It would be great that has a service which takes us to Peterborough train station and into Stamford Town centre
96	Delighting customers is not a thing in itself, it is a result of doing the other things well.
97	I live in a village (Turves) that has no public transport links whatsoever, hence I would be unable to use a bus even if I wanted to. I hope this will change in your delivery implementation and that you will ensure a regular bus service to and from Turves is established.
98	The most important thing is an integrated reliable system
99	Wittering has no bus service and is a growing community
100	It is most critical to serve the whole community wherever situated, however almost all the points are necessary and should not be subject to triage. I would note that "getting to places quickly and on time" is two unrelated points. If covering all communities means that some journeys take more time it should be possible for people to plan for that - as long as services run to time.
101	I would like my daughter to be able to visit the local towns of Stamford and Peterborough on a regular bus service... I recently had a car break down and had to rely on the call connect service, which, although very good, was difficult to navigate, as no proper regular service... I think even a basic service morning, noon & early evening would work well for most, as people need to be able to get to work, go shopping and return... Also a service for the doctors surgery in Wansford would be a big help.. Particularly for the elderly in Wittering
102	My priorities are 'clean' and 'accessible' bus service
103	Reduce cars
104	Some of these overlap significantly - it's hard to rank them.
105	I am (merely) curious what you will do if Delighting Customers attracts MORE support than Buses people want to get on :-)

106	Apart from a few major towns, Cambridgeshire and Peterborough is a massive area with hundreds of small, rural communities, with residents mostly using private cars for transport because public transport is infrequent (or doesn't exist) and expensive.
107	I live in a rural area. For people to use a bus they need a regular reliable service. Technology to help know where the bus is would be useful.
108	People in rural areas have no choice but to use a car when there are no buses
109	It's important for people mental well-being to be able to use a bus service. Including children, young adults, families and the elderly.
110	Just want a bus to get from wittering out of the village towards stamford and peterborough
111	The cost is important ! I also think you need a selection of bus sizes as there seems little point in having lovely double deckers with hand full of people downstairs!
112	Most people use their cars because there is no viable option. I really would have liked to place cost as joint 1st.
113	They should all be equal!!
114	Reliability is not explicitly mentioned in the list. It should be.
115	Currently I can't travel on a bus as the service has been removed from our village. If we had a return of the service it would enable me to travel into the city and to nearby towns for the weekly market, therefore rural services need to be prioritised as a much needed service to maintain the health and well-being of people who would be able to get out more.
116	put never is a previous box as iur bus service from Peterborough to Stamford was stopped 2 years ago causing a great loss for the community we would support and need a bus service
117	There 100% needs bus services for rural areas!
118	People in rural areas are currently cut off with no bus service. Especially difficult for elderly people who do not drive
119	All of these aims are equally important to me
120	Think good rural bus services are key to keeping villages alive
121	Simple straight forward service available
122	A reliable bus service for rural areas to help an ageing population. All we want is a sensibly timed service to get us from Marholm to either Peterborough or Stamford at realistic times.
123	rural bus services are essential in reducing the use of cars and hence reducing carbon emissions
124	I would like a service to our village. That's more important to me than you delivering better services to people who already have them.
125	No bus service available. People feel isolated
126	I am a resident in Castor, Peterborough and an elderly person with ongoing medical needs requiring constant appointments at the Doctors and Peterborough Hospital. Being on a low Pension Income I am unable to afford the cost of the Taxi Fares. Having our Bus Service taken away in Castor has left many elderly and low income residents without a much needed lifeline to attend to their Health and Welfare Needs outside of Castor and Ailsworth. Not everyone is fortunate enough to have the help from family or kind friends and neighbours to offer to drive them where they need to be Being

	elderly and alone , the loss of the Bus Service has taken away my only affordable means of Independence by being able to get out of my home and prevent some of the loneliness by getting on the bus and meeting my friends that live outside the village. I havnt been able to meet up with some of my friends for over 2 years. I now have to order food and essential goods online which is more expensive. I hope that you will take into account how having no Bus Service in a rural village can affect a person's Mental Health and Welfare by feeling isolated and having theconstant anxiety of not being able to get to vital Drs and Hospital Appointments.
127	I live in a rural village - castor and Ailsworth and apart from a school bus there is no regular bus which is awful for the OAPs and teenagers mainly We need regular one to Peterborough and a regular one to Stamford or even just 1 every couple of hours - anything
128	There needs to be a recognition that those most in need of a strong public transport system are client groups that also struggle most with modern IT systems. Any system needs to be as regular reliable and uncomplicated as possible. The use in some villages of Call Connect has left the elderly, disabled and IT poor - severely disadvantaged and increasingly isolated unable to get out to shop let alone socialise or even see family and friends
129	So many people seem to isolated more and more in rural areas.It must be good for rural health in general if people can get together more via decent bus service.2,3 and 4 are equal in weighting in my opinion
130	(6) and (7) above depend on the other five aspirations. And surely (3) is included in (2). (1) to (4) are, in my view equally important.
131	Not sure about "delighting customers". If you get the other things right then they are going to be happy customers anyway. Information should ideally include timetables on all bus stops, but at the very least at bus stations and principal stops, in addition to online, which ideally should be available on a single website (like Lincolnshire does) as well as on operators' own websites.
132	If there are frequent affordable buses, clearly signposted, people will use them
133	We don't have any buses in our villages. Delighting customers is a nice sentiment but get the basics done first
134	Time and reliability are most important to use buses to get to work or school
135	We are considered to live in a rural area when it takes around 15 minutes by bus off peak to get into Cambridge.This seems ridiculous.The bus service is my lifeline as I don't have a car and all my family use it for work, education, shopping and entertainment in Cambridge city.
136	The Strategies set out are right in general terms however much more needs to be done to advance the ambition in each of these. There seems to be a real lacking in ambition and what a future resilience bus service will offer. What is teh role technology and innovation in terms of information (Audi and visual), data collection and monitoring of success. the role of Autonomous vehicles.

	Need to acknowledge the role of a robust partnership and collaboration across all delivery partners including the private sector and education.
137	Unachievable, unaffordable, nonsense
138	Giving the track record wouldn't trust you to deliver a paper never mind a bus service
139	If you do the first 6 you don't need the 7th as that's going to happen if you get the first 6 right - unnecessary marketing speak
140	Very important for young people in rural areas to be more independent and be able to have access to bus.
141	<p>'Getting to places quickly and on time' combines two separate elements which are quite distinct: 'Timetabled Speed' and 'Adherence to timetable' (or 'Reliability'). The second ('Reliability') is incredibly important ! The second ('Timetabled Speed') is MUCH less important.</p> <p>"Bus services that people want to get on' is an inevitable consequence of providing the good service under Priorities 1 to 4 (so is meaningless as a separate priority). If, instead, this is meant to refer to things like 'Cleanliness and 'Staff Attitude' these things are 'nice to have' but are not so important as Priorities 1 to 4.</p> <p>'Bus services for Rural Areas' is a meaningless Priority because it says nothing about Frequency or Operating Hours and says nothing about the definition of 'Rural'</p>
142	The first and second are what are badly lacking at present.
143	This question is flawed because everything is inherently interconnected.
144	If much quicker by car and not much cost saving won't use bus
145	Making sure that where new housing areas are built, a bus service will be available as soon as realistically feasible is just as important as servicing rural routes.
146	<p>Peterborough deserves infrastructure that fits in with ambitions to become a gateway to the East of England.</p> <p>Wheres levelling up for local bus service and improvement of delivery for passengers?</p>
147	Rural areas are seriously neglected and leads to an increase of traffic into towns which then impacts all. A service that is reliable and allows people to actually get to work and back with a Reasonable cost is paramount.
148	Poor or non existent roadside information has bee one of the downfalls of Cambridgeshire buses. Where they exist, rural bus services have hardly been promoted and many in the villages they serve are unaware of their existence. Once again, integration with other transport is vital.
149	please minimise the need to connect and change bus - please provide direct services from across Cambridge, without having to change bus
150	The bus service will only be successful if it offers the same or better solution than all other available transport options.
151	Again, disabled, etc. users not planned for enough

152	<p>All of the above strategies are vital in persuading people to switch travel modes and 'trust the bus'. Is it appropriate to rank them when all the aspects are needed to work with each other? All are required for a satisfactory bus experience and growth in buses. However...</p> <p>Bus information (fares, timetables, places served and stop locations) is currently very poor. 'Information and getting the message out' will be a quick, easy and cheap improvement.</p> <p>People unable to drive, or otherwise without a car, in rural areas, are cut off from employment, educational, cultural and social opportunities.</p> <p>There are, currently, a confusing range of tickets, mainly valid only on one operator's services, whilst queries to the driver about 'best value' delay boarding and lengthen journey times. They also discourage bus travel.</p> <p>Major operators' maps don't show other operators' services. There should be clear journey planning information with multi-operator ticketing and recognised interchange points.</p> <p>Getting to places quickly and on time seems dependent upon the points above.</p> <p>'Bus services that people want to get on' are dependent upon the factors above..</p> <p>'Delighting customers' is an outcome if all the strategies above are effective.</p>
153	Fast and Cheap, must be priority. The council need to create direct bus lanes on all major routes, that run all the way on the route, not just partly, especially to and from Park & Rides.
154	Bus train interchanges are a very important factor in getting passengers to use the bus. Information is absolutely crucial. The Ting bus idea was excellent but the majority of people didn't understand what it was all about. This seems to have disappeared.
155	We don't need to be delighted or happy. Just need certainty and simplicity about times, routes and fares.
156	I live in rural area with no bus service but it is vital for those of us who are older and not so keen on driving into town
157	All should be easier to use than private cars to attract customers.
158	<p>This is a useless question posed in an inaccessible way so I'm not answering it. You have the data, YOU PRIORITIZE IT.</p> <p>The buses need to work and people need to know about it.</p> <p>(If you don't have the data, you should do something about that.)</p>
159	These questions overlap. You need the bus to go where you want to get people on it. To do this the service needs to be promoted and offer value for money. The bus needs to be presentable and offer value for money.

160	All of these are needed but I think fast frequent services integrated with each other and with other transport modes and at affordable fares are the key one. But there is also a big issue in rural areasparticularly in the Castor, Ailsworth, Wansford , Wittering corridor where there used to be a regular bus service but these rather large and growing rural communities now have no regular service at all.
161	Delighting customers is meaningless jargon. Coherent network makes sense
162	At present buses are filthy and majority of drivers don't care
163	All options ideally would be "1" - as they all combine to create the service.
164	Rural areas are severely underserved. I have to walk 2 miles to the nearest bus stop and quite often services are cancelled or don't show up
165	The buses need to run on time and where people need them, at affordable fares. Anything beyond that is desirable but not essential
166	Customers will be delighted if the other criteria are met All the items are important and linked. If one fails the others can be ineffective
167	They also need to be a reliable and consistent. Not getting ready for work and you get to the bus stop and find your bus has been cancelled.
168	Many drive into Cambridge city because there is either no or poor services from their home outside the city. Providing rural areas would be important for people living outside the city. This doesn't mean Cambridge city residents should foot the bill. Many residents cycle into the centre or hospital if they are able. Very few use cars due to lack of parking and expensive tickets.
169	Convenience and cost seem to me to be key priorities
170	Most important strategy linking villages for local use as well as for covering other places
171	Many of these go without saying. When I pay for a service, I pay to be taken to my destination on quickly and time. This of course also implies that there is a service available to me. In the case of the residents of Horningsea that means there is a service for "rural" areas. Although I would argue that, even though Horningsea is small and surrounded by fields, it is not rural (or rather remote). It is sandwiched between Waterbeach (New Town) and East Barnwell. The route from Waterbeach to East Cambridge and its destinations (East Barnwell, Cherry Hinton, Addenbrookes) is busy but currently overlooked. With major employment centres (Capital Park, Fulbourn Hospital, Peterhouse Technology Park, Marshall, Addenbrookes) that needs routes from Ely all the way around the east of cambridge to Addenbrookes. That does not exist in an integrated way at the moment. So, the ticket should include a quick, on time service from all areas. It would then provide value for money. So when i buy my ticket, the the top priorities should go without saying and they are all equally important. This is what the base service should provide. You will then have a service that "people want to get on", have a network that is "integrated and coherent" and if you're lucky, you may even "delight" people. I have no idea why "getting the message out" is going to benefit then residents of Horningsea. Everything in this list is equally as important and they should all have measures to make sure that they hit their targets when

	operating the service. If you achieve that, the message will get out. This question asks people to order things as if you can then use the list to say that people thought that number 5, 6, 7 were not considered important by people. All of these are important. So implement them all. If one of these underperforms, all of them will suffer. And the bus service will fail.
172	Delighting customers is incredibly vague and could be interpreted any way you wanted.
173	Elderly people with doctor/hospital and other appointments depend on a reliable bus service
174	People in rural areas are cut-off from leaving their home if they do not own a car.
175	My priority is buses for rural areas, as living in a rural village and not driving I need to get to places like Ely to keep my sanity! Currently due to the actions of Stagecoach East I can no longer get a through bus, and although I am grateful Dews get me there via two buses with not very good connections, this is far from satisfactory.
176	Increased frequency of services and returning to pre-covid timings is a priority for Peterborough (in particular the Citi services - both daytime and evenings) along with rural connectivity, particularly in places that do not have a scheduled bus service (parts of the rural northwest of Peterborough).
177	From a Living Streets perspective all there are important and several are inter-dependent. Creating an integrated and coherent network must be the most important for pedestrians who rely on public transport for work and access to facilities. An integrated coherent network would surely include rural areas, VFM and integrated ticketing and creating attractive services as well. Travel hubs that enable quick and easy access for pedestrians to the next stage of their journey will be essential to persuade people to use buses.
178	... but all of the above are important!
179	The bus services in 'rural' areas are poor at best. The Crowland bus service has been reduced and yet the development and population of Crowland has increased. The service is no longer reliable either leading to people to look for alternatives.
180	No idea what 'Bus services that people want to get on' and 'Delighting customer' ACTUALLY MEAN??
181	Numbers one to six have equal priority. They're all essential for this to work and can't be compromised on. Actual delight though is just a 'nice to have'!
182	Accurate information about all operators services which is easy to understand is essential. This must be done MUCH better than it is at the moment.
183	Improved accessibility of buses for users with disabilities would cause us to use the bus service much more.
184	"Delighting customers" is unrealistic. Just getting customers where they need to go in a timely fashion without making them ill would be a more achievable goal.
185	Newer busses
186	I put information first, as it is currently poor and an easy, cheap win! The last few seem to be things that will result from having the first points in place.

187	It's difficult to really believe in a commitment to buses when at the moment some stops don't even have timetables, and rely on volunteers to keep them tidy. And services are declining. Also why not make more of the train? Why not re-open a station at Harston for example?
188	Busses will not work for complex journeys and discriminate against parents mostly women and children
189	A leading question which really does not give much of an option to disagree with the financing of all this.
190	Reliability as key priority
191	A dream of utopia. Who came up with this?
192	Even when the bus strikes aren't on buses aren't showing up, more buses for school/collage kids
193	Ranking seems pointless. All these things are needed, and should be done in a coherent way. Make clear that 'information' must be provided in open forms, and live data is vital. Integrated ticketing, that works for bus, train, and device rental, (all operators) using just a bank card (or phone) is necessary. We don't need lots of special deal fares - just a standard, cheap, capped fare. And we don't want to care who is operating any given service.
194	No matter what you do to improve services it will never be the right option for all journey. Its ignorant to think it will be.
195	This is just theory, wishful thinking. At the moment, artificial traffic jams are created in the city, traffic lanes are taken away from drivers, what is this supposed to lead to? To go backwards in development! It's not hard to close a belt - the trick is to develop the city wisely.
196	If people choose to live in rural areas they shouldn't expect others to pay for the downsides, of which there are many.
197	if you want us older ones to give up our cars drop the bus pass age down to 60
198	Please do not waste any more money on experimental ideas that in reality is impossible or at best very hard to work.
199	Don't be ridiculous none of these options can be done in real life!
200	Currently busses are very rarely on time, recently, i waited 50 minutes for a bus that runs every 10 minutes, with no reason given for the delay (and this is on the busway where there is no traffic for a long stretch)
201	I have no idea what delighting customers means. If you satisfy bus services to rural areas, to Bury St Edmunds direct from Cambridge, regular hourly services which keep to the timetable as already mentioned in 2 and 3 above they will be delighted
202	Buses aren't practical for rural people.
203	Surely all of these are interlinked and vital to the success of the bus network. However, in the first instance public info and messaging seem vital. The dropping of services by stagecoach in the autumn Keri's getting cited by discontented public as a reason why sustainable bus travel and the congestion zone charges are rubbish - but obviously this had nothing to do with local authorities' planning/powers. It was the worst possible timing for

	public reception of plans for buses. And points to why franchise/public control is the only way to go.
204	Bus services to rural areas is a key issue, but should be seen as part of "...linking people..." Information and getting the message out is a lower priority in the long term, but must be a key issue in the introduction of any changes. The last two options are insufficiently defined to get a rating!
205	First 2 strategies are the most important, others can be in any order. Was very tempted to put 'delighting customers' top, but it doesn't say how.
206	It would be hard to over-stress the importance of reliability. The shoddy bus service we have seen since the pandemic has simply devastating consequences for people who rely on it. To talk about people being 'delighted' when the service is currently failing people so badly honestly feels like a bit of an insult!
207	All villages need a bus at least hourly. It needs to be reliable- rarely cancelled only infrequently more than 15 min late. Information when the bus is cancelled would help; I discovered that once the time has passed the bus vanishes; Last time I tried to take the bus to town there were about 10 of us waiting, when the bus didn't appear I checked online, but no notice that it was cancelled - that notice should stay for 5 min. I learnt from my neighbours the service is now so unreliable that I should check before leaving home. I used to take the bus a few years ago and I don't recall any cancellations from the same stop.
208	What a set of stupid questions.
209	Until you make bus services more attractive & quicker than a car it can't work. Build in waiting time for a dreary bus. People are time poor.. Buses are perceived as slow, uncomfortable, unreliable.
210	If there is a useful service in place, people will use it. This isn't London or NYC—we can't expect busses to replace cars for many reasons—buses are not always practical.
211	*Frequent* bus services will be crucial - unless we have a London-style scenario where you know the next bus will be along in a few minutes, it will always be more convenient for people to drive.
212	Don't bring in a congestion charge for car drivers - that won't work and isn't fair on many people. Make a bus service that people are really happy to use, that is reliable, affordable and punctual.
213	If you can do the first three people will be delighted and use the service
214	A strategy bought about by a minority and unelected group.
215	bus services will never be delighting anyone, and will be a pain to use as they always have been.
216	I think getting places quickly and on time is the basic requirement of any public transport system, or people will choose private transport. Many rural areas currently have no option but to use a car, so bus services for them are vital if they are to reduce car mileage. An integrated, coherent network that

	links other public transport and active transport options to the buses is also necessary to make it easy for people to leave their cars behind.
217	The current bus service in my area is split between different providers and the ticketing is not integrated.
218	Its about proof - making the whole idea work as you promise
219	This is a disgraceful what of making us prioritise something we don't agree with - ignore all the above
220	Rural services (if they exist) are usually a single route to the city centre. It is not feasible or practical to use this for getting to most places (apart from city centre) eg Addenbrookes, Science Park etc. There needs to be improvement in Park & Rides so people drive to Cambridge & then use these buses to travel across/through the city.
221	I put getting the message out first because so many of my friends and neighbours are angry at the changes and cost in their lives that this represents. They need persuading.
222	This is the most buggy, poorly designed web page I have seen for a while. It just sets all the numbers 1,2,3,4,5,6,7 whatever I select. What a piece of utter crap you have given me! Please ignore the numbers I chose here.
223	Value for money covers all resident, not just bus users. A tax on those who need their vehicles should be unlawful.
224	<p>Bus information (fares, timetables, places served and stop locations) is currently very poor. This will be a quick, easy and cheap improvement. People unable to drive, or otherwise without a car, in rural areas are cut off from employment, educational, cultural and social opportunities. There is, currently, a confusing range of tickets, mainly valid only on one operator's services, and queries to the driver about 'best value' delay boarding and lengthen journey times. They also discourage bus travel. Operator maps must show other operators' services. There should be clear journey planning information with multi-operator ticketing and recognised interchange points.</p> <p>Getting to places quickly and on time seems dependent upon the points above.</p> <p>Bus services that people want to get on' are dependent upon the factors above.</p> <p>'Delighting customers' is an outcome if all the strategies above are effective.</p>
225	Clean buses, not expensive to use (to put money into the share holders pockets), clean bus shelters (which at the moment they are not), if I wanted to go to garden centre I won't have to allow a couple of hours just to get there.
226	Some of your priorities do not make sense. The ones I understand are of equal priority or overlap but your survey does not allow equal prioritisation of priorities
227	I find these questions difficult; too many ifs and buts; some duplication. They are all priorities!
228	Bus services alone will not provide a 'world class service'. Other options such as light rail should be part of a solution to travel in the county.

229	Frankly, they are all very important, aren't they!! Seems to me that it's a distraction asking the public to prioritise, when all these things need to be done as part of a good bus strategy.
230	Making buses available to those that find them challenging to use and reduce social isolation.
231	Do not forget rural areas such as burwell or risk isolating the elderly
232	The quickest way to get from A to B is in a car. And you're not standing outside all weathers waiting
233	Prompt and reliable services with guaranteed journey times are the core of any public transport system. Get that right and everything will follow.
234	I feel "delighting customers" should be a result of doing all the other things, make the buses really great and easy to use with good simple tickets and everything else, and that will allow the delighting customers to happen. I feel it is vital that all of Cambridgeshire and Peterborough has full bus connectivity no matter how small, and that rural coverage should be top priority.
235	What matters is getting people to where they need to go, reliably and fast.
236	If you get things right then people will want to use buses. Delighting customers may be a step too far!
237	<p>All of the above strategies are vital in persuading people to switch travel modes and 'trust the bus'. Is it appropriate to rank them when all the aspects are needed to work with each other? All are required for a satisfactory bus experience and growth in buses. However...</p> <ol style="list-style-type: none"> 1) Bus information (fares, timetables, places served and stop locations) is currently very poor. 'Information and getting the message out' will be a quick, easy and cheap improvement. 2) People unable to drive, or otherwise without a car, in rural areas, are cut off from employment, educational, cultural and social opportunities. 3) There are, currently, a confusing range of tickets, mainly valid only on one operator's services, whilst queries to the driver about 'best value' delay boarding and lengthen journey times. They also discourage bus travel. 4) Major operators' maps don't show other operators' services. There should be clear journey planning information with multi-operator ticketing and recognised interchange points. 5) Getting to places quickly and on time seems dependent upon the points above. 6) 'Bus services that people want to get on' are dependent upon the factors above. 7) 'Delighting customers' is an outcome if all the strategies above are effective.

Appendix 1e: Responses to Q9. Do you have any further comments on the Bus Strategy?



Response Number	Do you any further comments on the Bus Strategy?
1	Just a better evening / night service at weekends is what I personally want. The current pricing for the day rider ticket is already reasonable for me.
2	The sooner this bus strategy is implemented the better.
3	Buses are still needed. Too many parts of Peterborough are not covered by a bus service. I hate to think what it must be like in rural areas. The bus services from Peterborough to other towns have got worse and often finish before working hours.
4	Strategy, This sounds more like the GCP talking, Stagecoach are supposed to be running buses, however as they can't make enough money out of a service..They cut it....However the owners still take a tidy wage...Why should motorists have to pay for it, Why should more get put onto our council tax to pay for it...Also chuck more heavy motors on the joke of a road system we have..The state of the roads look like WW3 has happened on there...This council are a joke...
5	The strategy will only work if the bus companies collaborate. Last year the area saw a major upheaval in service by Stagecoach, which didn't seem to have been discussed with anyone from any council. Both they and Whippet are struggling to recruit drivers so services frequently don't run, with little or no warning. These really fundamental issues need to be addressed before any new strategy can be implemented.
6	Clearly written by consultants who live in a city. Any bus strategy can only work if there is a train strategy and timetables match
7	Please make it more than a strategy and please make it work. We need a bus service that is reliable and has buses at appropriate times of the day. College students, older people, those without cars, all need a bus service. I would use a bus to get into town if there was one that I could rely on and at a sensible time. We have no buses on Sundays!! So no going to town on a Sunday or getting a bus back from the station if you have been away. How is that a bus service??
8	It aims high, but I have serious doubts about its achievability. Too many times this has been looked at but services continue to deteriorate.
9	The difficulty will be organising areas for a congestion charge to pay for the new service. Eg. ensuring Waitrose is not included in the City area. Probably a survey is required to assess exception needs and area covered.
10	We should have a bus service as we see in locations like London An integrated service. Buses should operate in our major towns and cities early enough to support commuters and late enough to support our night time economy. In addition considering the usage of late night trains and servicing these users with a bus service to major locations locally. Rural areas should have access to bus services which connect to employment, shopping, health and leisure. Usage of DRT to achieve this should be explored and expanded.

11	People who plan so often never use the bus services
12	Stagecoach need replacing. They are the perfect example of how to put people off using buses.
13	Ensure that the right size of bus is allocated to services. Currently the bus service through Tydd St Giles uses a double decker which is far too big for the number of people using the service currently and the rural roads are not really designed for double deckers.
14	Crikey why is this taking so long
15	Must be cost effective.
16	As a non-driver I am FRIGHTENED of losing bus services
17	<p>Page 12 states "Services radiating out in all directions from Cambridge and Peterborough to market towns and villages. Some of these will offer more direct route s with fewer stops, making journeys faster.".</p> <p>The bus from my village used to run every 30 minuets - it was ran by PCC, it was a fare price and it got people to where they wanted to go in good time. Now that stagecoach run the route, i don't even consider using the bus. Its cheeper for me to drive into town and pay to park in a private carpark, not to mention its quicker and easier, allowing me to change my plans and take my time.</p> <p>The fact that the bus that comes to my village takes a very long route around the city it stupid, it leaves Newborough, and gose around werrington (Along the same route where there is a bus every 10-20 minuets) and then heads out the back of werrington into dogsthorpe, again where there is already a regular us service. It dose not pick up any other passangers in thease area, mainly because they all get on to the more regular, direct busses. It takes upwards of an hour to get into the city centre via bus, and then how ever long for onwards travel on other buses. Its discusting that stagecoach thinks its okay to waste peoples time just to attempt to squeeze more profit out of a route. If the route isn't filling there back pocket enough then that there problem, they are the ones making it out like there 'heros' providing a 'public servive'... Getting the bus is pointless for me, end of... should i get into the fact that a bus arrives in the sleepy village full of elderly people at midnight?</p> <p>Stagecoach should be held to account by PCC and the CA. They are the ones who wanted the contract, they are the ones who want the money, they are the ones who should do there jobs and encourage people onto public transport. having one bus every 2-4 hours, with only 6 useable buses a day, again, 2-4 hours apart is diabolical.</p>
18	It all sounds good but I will believe it when I see it.
19	IT NEEDS TO BE SORTED SOONER TOO MUCH DITHERING AN D NOT ENOUGH ATTENTION TO CUSTOMERS NEEDS
20	You have promised improvements so many times but it is just not happening. Strategy after strategy is published but nothing happens. In the meantime, rural commuters have to deal with daily cancellations and severe delays. I'm doubtful that such ambitious plans will work if you can't get the basics right.
21	There is no viable alternative to effective public transport. It must succeed.

22	Buses need to go directly to peoples place of employment which is not always the centre of town. Rural villages need an integrated service, pick up from where people live to reduce car journeys.
23	Actually LISTEN to the people/bus users not just pay lip service to them and go ahead with your plans anyway. There never seems to be any joined up thinking!
24	You can't have a strategy unless you have OBJECTIVES, where are they or don't you think you have the skills to deliver meaningful objectives and so just hide behind the happy clappy crowd pleasing rubbish.
25	Just a proper service that other counties run would be nice. No jargon just a decent service
26	Buses need good connections and to be frequent. There needs to be more buses than passengers, and the passengers will come. Bus from Chesterton to Isleham
27	see previous responses. There is no city in the world that inevests so much on a single mass transport system for inner city travel. You are struggling the growth of this city and add to the commute hell people that are unfortunate to leave in a village but work in the city has.
28	Please implement it quickly! And ensure private companies brought into any partnership actually deliver rather than constantly retracting and cutting services.
29	Single decker buses are better - they are more flexible. Drivers have better view of passengers, stairs limit who can use upper deck, running double deckers with 2 or 3 passengers is expensive. Contractors want double deckers to get school contracts and use less drivers - they then want to continue using them on standard services. It is all driven by profit not convenience. Until that changes people will use cars
30	Please get on with it as soon as you can to prevent what little service we already have collapsing before you get chance!
31	Please make sure Grantchester has a reliable service by reconnecting us to the No. 18 rather than the 118
32	I think my earlier comments have said it all thank you.
33	Rural areas in Fenland are poorly served.
34	The bus strategy needs to consider the movement of people outside the area into the area
35	Curently the bus service from Newmarket to Cambridge is unusable if wanting to go to the Biomedical Campus. You have to change in town and it takes too long. Also the service is barely every hour. With Childcare commitments it is imposable to use the current service, as I can't take 90 mins to do a 25 min journey (45 mins with heavy traffic).
36	please get on with it!
37	Delivery is key. The strategy is useless without the resources to deluver
38	I would like new places to be connected by bus services, like local National Trust places (e.g. Anglesey Abbey, Wimpole, etc).

39	Do the simple things. Act on comments already made. Examples: the stop in Addenbrooke's Road that obliges passengers to walk on the muddy verge. The stop in Hills Road just south of Long Road that has no post, flag, indicator, anything. Shorten driver handovers. Convince Stagecoach to stop taking cash, which lengthens dwell times. Less "vision", more concrete simple actions to make the buses more attractive.
40	Give up.
41	Without including a reliable bus service to rural villages there will still be a preference to use my own car
42	I hope you've dropped the idea that West Hunts won't benefit from the Cambridge congestion charge money. I hope you've also dropped the frighteningly bonkers idea that Addenbrookes is within the Zone rather than on the edge.
43	The buses must be in place before any congestion charge is made in Cambridge otherwise many businesses will go under.
44	Buses need to make sure passengers standing don't congregate near the front, buggies are folded to allow access for disabled passengers, more sociable and polite drivers, and make sure people are seated before moving off.
45	More buses stuck in traffic go nowhere, but carrying stuff about from prams to musical instruments is more convenient with a car. Unloading at destination without a long wet walk and wait prevents buses being viable for many journeys and that does not appear to have been considered in depth.
46	No council tax levy to get more buses
47	Rail
48	do not pay for it through a levy on private cars.
49	The price is way too high for such a poor service
50	No....apart from why have a Bus Strategy at all.....it should be a TRANSPORT STRATEGY!!!!
51	None if achieved would be workable bus strategyb
52	Re start the 33 bus from peas hill elliot Road norwood road robingoodfellows eastover to neale wade march children have no bus now Send 33 and 36 20 minutes apart just to match town centre is not economic viable 25'-30 ,children lost there bus and stage coach losing money
53	Timely service- most important
54	To ensure these are zero emission, modern buses not environmentally damaging old buses bought on the cheap to meet costs or deadlines.
55	None thank you
56	It would be good to have a regular bus service that didn't keep missing buses out or drive straight by showing "Not In Service" The Stagecoach app is just not reliable.
57	I am extremely sceptical that it will be what it should be in this world of profit and privatisation. I hope I am wrong, but doubt it.
58	It should include consideration of direct routes connecting outlying towns to the biomedical campus and station that don't involve travelling through central cambridge, which doubles journey time.
59	Appears to need further consideration of provision of complimentary facilities such as sufficient toilets at major bus interchanges etc

60	Yes...stop sponging off council tax bill payers
61	Lovely in principle, If a congestion charge for Cambridge is brought in before a decent seven days a week bus service the north of Cambridgeshire is going to be hit worst. Park and ride from Milton is awful - takes 25mins to city once bus turns up so not a viable option at present.
62	The sooner it is put in place the better, time is ticking. We will soon forget what buses are for....
63	The number of bus changes matters. When it was more affordable, I would opt to stay seated on the bus for an hour to take me all the way into Cambridge rather than change at Longstanton to stand on a bus to get to the same place. I also have always had a 20 minute walk from Drummer Street to my place of work because there isn't a bus to take me there and the wait to change buses would lengthen my journey further. Whether getting the bus from Swavesey or at the end of my road the journey has ALWAYS taken me an hour and a half whether that's an hour of walking and 30 minutes standing on the bus or an hour seated on a bus and 20 minutes walking at the end. More options to transport bikes into Cambridge on buses would also be useful.
64	While it sounds wonderful, in reality our services are being cut and don't run to suit most people's requirements
65	Please consider keeping the £2 cap on journeys within the county boundaries
66	As previously mentioned, sitting on the guided busses for hours in both directions when they are unbelievably hot, stuffy and I can't breathe is the worst experience ever. PLEASE prioritise a better environment on the busses.
67	This survey is a waste of time without first providing the bus service for people to get to places of interest and transport hubs. I do not believe the council is capable of providing and funding enough buses to reduce the need for people to drive on the roads or get more expensive trains
68	We used to have smaller link buses in Peterborough which worked well for areas not needing a normal size bus. We have one that comes to Keys Park twice a day that would be an ideal candidate to down size but very much needed for the elderly that live in the area alongside other residents. Be even better if it was more than just twice a day too.
69	Need a greater awareness promoting of the amount of commercial operations there are compared to those requiring subsidy. Any franchising should limit the successful bids of any operator to a certain percentage so that a geographic monopoly is prevented. This may be costlier in the short term but cheaper in the longer term. No mention or advocacy of segregated busways playing a role?
70	Ensure any funding requirement is fair to everyone and connect all large population centres direct to the Busway network (which could be expanded to facilitate this
71	It needs to happen soon
72	Ok do not currently use the buses, as the service is really not suited to the journeys I make and when I make them.
73	Please keep Wisbech 68 Tesco bus running! This is a lifeline for me and the other regular passengers.

74	All sounds great - but how are you going to get bus companies to supply these services?
75	take the taxis off the road and they'll be a lot clearer
76	It's all very well asking us for our opinions but is this strategy going to be implemented in Peterborough? At the moment it looks like only Cambridge is going to benefit.
77	It sounds good provided the political will is there to achieve these aims. It is also essential that the best options are considered for every stage of the process. You must therefore look at other examples and take the best systems from all, e.g. tfl, The Netherlands (Rotterdam), Austria (Vienna). But, will you?
78	With so little specific information throughout this Survey, it is difficult to make constructive comments.
79	This whole strategy is flawed. Who, in most towns and Cities, excluding Cambridge, is going to give up their cars in favour of buses? They can drive and park in the centres for free and shop? Cambridge is being victimised by the Combined Authority and Cambs C.C.
80	Only that unless rural areas receive a regular dependable daily service car ownership will still be the predominant transport facility despite the ecological and societal implications
81	The strategy is aspirational and provide little indication of how the strategy will be implemented in real terms. How will the carbon net zero part of the strategy be monitored for example; how will soon will electric buses be introduced to effect this part of the strategy? How will private bus operators be compensated for withdrawing their diesel busses? Passenger numbers could increase if transport hubs are created that provided focused destinations and onward travel ie Peterborough bus station and railway.
82	I can't believe that you've put forward this strategy for public comments without mentioning anywhere how it's going to be funded! It's an absolute scam and disgrace.
83	Car owners will need a fantastic bus network before they give up the convenience of their cars.
84	I would want to know value for money, passenger numbers now and forecast, what are they going to different to the fiasco you had with the Stagecoach and Ting. Both have been costly unmitigated errors of judgement, shown to be doing the wrong thing but shockingly delivered and without any transparency.
85	no
86	To include later buses to enable people to get home after a late evening shift
87	It will not work unless bus services are good enough to replace cars - without forcing drivers off the road by dubious means.
88	It is imperative to get this right for all but especially those in rural areas who have no other form of transport. This includes the elderly and disabled who are the most vulnerable.
89	I would use buses if they were almost as fast as the alternative car route and reliable. I'd like to see a delivery to bus hub service for all shops so that people with health issues can usefully shop and not have to struggle with heavy purchases.

90	Bus operators assume that everyone stops travelling at 18.00 (Ely area) Many people don't finish work until 18.00. Please run services so people can get home.
91	It is fine if you live in one of the big conurbations. If you live anywhere else - then things are different. I know you are advocating community transport ways of dealing with provision on routes which do not have many passengers. But this restricts the time and place that these people can get transport. It means they have to book everything days in advance. That is no good for many people
92	Although I do not currently use the bus service, many people in the village do and I am aware that buses, at the moment, are not reliable to turn up. Reliability is essential if people are to be encouraged to use them.
93	Please do not ignore the requirements of bus service for the people of Chatteris.
94	We need to look at how we can have a reliable service that meets the needs of residents and not the companies running the routes. Manchester's Bee network is looking promising.
95	A strategy is not enough on its own, the public need to be consulted.
96	Could not understand the thinking behind ending the X5 for St Neots. A total 'cock up' is putting it politely its obvious users needs not considered.
97	You can have the best strategy in the world but the key is delivery. How are you going to make this happen? We need to see the delivery plan.
98	I remain to be convinced that buses can scale enough to tackle Cambridge's problems. And in particular I am deeply disappointed that there is no reference to integration with and awareness of other modes of transport. I would say that the growth of e-bikes and scooters is a much greater priority.
99	Do it ASAP!
100	Reinstate Upwoods bus stops.
101	please see my earlier suggestion about how to join up the villages with towns.
102	This strategy is good, but it's also obvious. We need to make it happen with concrete proposals - are you proposing franchising or better partnerships? How will you integrate on-demand for rural with interchanges? I want to be able to travel from a village to a specific part of the city - describe my experience end to end with real concrete examples.
103	Build trams with integrated buses in villages to connect to trams with integrated tickets/bus passes. All of it publically funded via tourist tax and dedicated, serious money taken from our taxes, just like Dutch cities do. No Dutch city has a congestion charge by the way- only LEZ for diesel.
104	The tng service is currently appalling.i used it before at least 2x a week. Now, never. It needs serious improvement.
105	Better bus stops with hard standing, seats and shelter from the wind and rain!
106	Yes get on with it before it's too late
107	Surveys are all well and good but put them on bus shelters, schools, GPs, rural magazines. I am worried a small cross section of people will fill them out and big decisions affecting millions of people will be taken without sufficient representation.

108	It is unprofessional to ask people to comment on proposals which are so lacking in substance. of course, everyone wants a well designed, reliable, well connected, affordable bus network. But this strategy is empty and this consultation is meaningless at best and actively disingenuous to the point of wasteful or intended to elicit spurious support to other plans
109	It is a shallow attempt to get people to agree so that you have licence to misinterpret answers any way that you like so that you can break covenants on land that the University wants to build on
110	It can only get better and then peoples' habits will change.
111	Commuting should be top priority, to reduce the traffic on the roads.
112	I am very concerned about the validity of the individuals forcing this on our community. I would like to see an audit trail (not one that gets lost in convenient Council books); This Busway is entirely unnecessary and will be a blight on our land - shame on you.
113	I regularly get a bus to and from work , it's annoying when the bus is running late and then doesn't even turn up at your stop, instead you see it turn off and continue along a main road to the bus station...this is annoying as then the next bus isn't for over an hour and I have to pay out for a taxi
114	Use your duty to cooperate between Lincs, Rutland, P'boro & Cambs Integrate transport systems where possible eg P'boro station area & Bus stop with other initiatives such as mini train to centre, cathedral, Asda, Lido, And for villages: Before Christmas 2020 there was an excellent understandable consultation for Cambridge with proposals based on Spacial Strategy. It was clear what it meant in terms of delivery. This vision is meaningless Based on Spatial strategy in Peterborough: medium size villages to have hourly bus services, Small villages to have an extension (original) of Call Connect - UNLESS there is a significant resource used by other villages such as a medical centre of post office.
115	There needs also to be a strategy to reduce the presence of cars and other vehicles in town centres. St Neots have made a good start with this by removing parking from the Market Square. Combined with improved mti modal options, this strategy could lead to environmental benefits as well as getting around more simply.
116	Needs some small steps ASAP, currently so little confidence in some routes that they are not being used as much as they were for fear (or experience) of not being able to return, even if they manage to get to the destination. This then becomes self perpetuating, no users, no buses.
117	My experience of buses is as an occasional user travelling to work on the 904. Since the recent timetable changes there's no longer a service that meets my hours, so I cannot use them any more. I have access to a car, but many others don't- the service needs to be able to get them to work
118	The bus services need to improve and it has to happen quickly, A quality bus service is crucial for a properly integrated transport system.
119	The routes and timetables need to be constant - if they are reliable and happen then people will use them. As a rural town there is no point if the first / last buses do not arrive at main towns / hubs before or after 8 am and 7 pm otherwise people cant use them to commute.

	If they are cancelled people have to use cars, this then looks like people dont want or use buses but actually the timetable is just not fit for purpose.
120	Please can we have a reliable bus service that works for us all and stops us having to use cars for short journeys at huge expense to road users and the environment.
121	None other than the whole strategy is admirable and hope it succeeds.
122	I think this is good as far as it goes but detailed proposals are required for any real assessment
123	Stagecoach locally are a Joke. Even before Covid fares were increasing on average twice a year - and by more than inflation, whilst service quality was being reduced. EG The X5 which was meant to be a luxury coach including toilets, WiFi, air con, power sockets and leather seats was often replaced by standard coaches and even double deckers with none of these facilities, yet prices kept going up, and suffered frequent delays of more than 30 mins and regular cancellations or no-shows. I used to use it every couple of weeks but it was costing the equivalent of 50p a mile. More expensive than taking a car, far less comfortable and wholly unreliable
124	Bus service in Sawtry very poor
125	The strategy lacks specifics. Will Town "A" or Village "B" get a better, more reliable and affordable service? At present I can easily get to city centre in the morning, but can't get out late. Frankly, what happens elsewhere is of no concern. Strategy does not address localities and the concept of "place" at all. No indication that travel within the city and suburbs is a very different challenge from the very many surrounding areas. Histon to Cambridge or Crowland to Peterborough is not the same as Trumpington to city centre or Millfield to Peterborough.
126	I just hope it works because at the moment many people can't rely on it to get to medical appointments.
127	The most important thing is that it is regular, dependable and frequent enough to be of use.
128	I have been living in Great Knighton (Trumpington) for 6 years. The bus routes have not changed a bit to provide services to the tens of thousands of the new inhabitants! The councillors "representing" Great Knighton never use buses and never advocate for improving the service. The bus operators never listened to our basic demands: don't take us on a 20-30 mins detour around the biomedical campus; we have no business these, we want to go to city center or train station: just one stop away!
129	I want to know how CPCA will apply penalties/fines or other consequences if providers fail to deliver the level of service to which they have committed.
130	With the redistribution of the population moving to new residential developments in rural areas there has been no consideration to this for the transport plan.
131	I'd like to understand more on timescales, funding and marketing. These 3 areas- amongst others- will be key to drive the change needed, especially marketing to persuade people to change travel mode to something they see as inflexible, unfashionable, inconvenient etc

132	Given the recent cuts, we have additional work to do to restore faith in the bus in the region.
133	There aren't any buses where I live (Turves) and I'm totally reliant on cars and taxis. This is very expensive and I don't see how it is fair to try and charge me to subsidise other people's bus travel on top of this!
134	Thinking of integration of other transports e.g. bikes, scooters on the bus (racks, dedicated space?) Not just at departure/ arrival point
135	Use parking fees and congestion taxes to invest in bus networks. Make public transport free for children or at least under 12.s like in London and then more families will use them. The sheer cost of a family of five taking a return trip costs more than a taxi
136	The current service in rural areas is deteriorating and I am pessimistic that any changes will improve the service
137	We need rapid hub to hub buses that do not stopped every 2 minutes. For example biomedical campus to Eddington. Only with this will people seriously consider taking buses for medium length commutes
138	These seem good aims and principles to make much needed improvements to the current bus services.
139	I live in Wittering, Peterborough. We have no doctor, dentist and people walk up the A1 to get to Wansford doctor surgery. Teenagers walk up the A1 to get into Stamford. For our health and safety we please need a bus.
140	Wittering needs a bus service.
141	Would be amazing to get a bus service back.long over due.
142	Bus service needed in wittering!
143	Please reinstate the regular bus service at Wittering.
144	I don't think it's a lot to ask to provide a regular bus service.
145	Needs to be put in place quickly so people can enjoy village life and get to the shops and doctors
146	The Wittering bus service needs urgently reinstating to provide a vital link to both Stamford and Peterborough for work, social, educational and future purposes. This is fundamentally important to people of all ages but especially those that have been so affected by the Covid pandemic.
147	I live in Wittering where the bus service was taken away. It has had a largely negative impact on the community. With the cost of living crisis, if more people could rely on buses, they could save hundreds of pounds a month from no longer needing a car.
148	I am confident that there will be huge support for this strategy.
149	We don't have a bus service, please reinstate it!! Cutting off rural areas and villages is incredibly isolating for those that don't drive (such as disabled or elderly) and significantly reduces opportunities for those living in these areas.
150	It should be applied equally across all areas and not just across the city centre areas of Cambridge and Peterborough.
151	It is rather long winded, and woolly
152	Please please reinstate the bus service fir Wittering
153	We need to reduce the cars on the road. Buses are our best bet. Send leaflets around to every house of the bus routes and map, so that people

	know how and when they are, then at least it isn't restricted to those who have access to the internet.
154	No
155	I would really love for our village to have a bus service - I never use it as there isn't one!! I would use regularly if we were to have one.
156	I have 2 young kids and I live in wittering, I don't drive, I am stuck in the village
157	Make it so that the people that need it can afford it, especially pensioners and young people, I have a buss pass yet not bus service to use it on. It's not all about Peterborough
158	As before, this service is vital to allow people who don't drive or don't have access to a car to get out of the village to do vital things - shopping appointments etc. also for their mental health, they need to be able to travel.
159	We desperately need the service here in a rural area..
160	A bus service allows the other community, teenagers and non drivers to get out socialise and get out which is good for their mental health and well being and is better for the environment.
161	Please link Wittering in.
162	On the whole I think it is a good idea, but some aspects are not fleshed out in any detail which I fear will reduce any commitment to plans - which is worrying.
163	It helps those who don't drive and live in the middle of nowhere. I am one of those people and having a regular bus service will help
164	I live in Wittering with no bus service. This has negatively affected our community on so many levels. Our children are isolated, our elderly residents are isolated and a lot of our younger parents that can't afford to drive are isolated. Our civilian housing is predominantly affordable housing with low income families, they used to rely on public transport to get to work, now they can't. Our military residents have a large proportion of young families with a stay at home mum that can't drive and have no way of getting out of the village during the or getting to work.
165	The need to restore a regular bus service in rural villages is vital for the health and wellbeing of residents so that they don't feel isolated or unable to get to their doctor/hospital/dentist/work/leisure. Many people especially the elderly don't drive and therefore feel abandoned.
166	Our rural Village needs a bus service our young people and people whom cannot drive are left to feel isolated n the village are unable to get jobs and meet socially as they have to rely on parents /caters
167	Please get a bus service from wittering to Stamford
168	I hope something positive comes from this. Rural areas are getting a rough deal without public transport - it's not acceptable in 2023.
169	About time and would be a big benefit to the area
170	It is a great idea and we would all love to see a service back in Wittering allowing everyone to travel to places especially those who don't drive. It's not the best to walk alongside the A1!!

171	Are any of the strategy points realistic? The Cabinet at Peterborough City have virtually no interest in local bus services.
172	Fares need to be reviewed. Currently for a major operator fares are structured in favour of longer journeys and discriminate against short hop journeys, A one, two or three stop journey in Peterborough costs £1.60. Surely a case for a short hop fare or a city centre area ticket. Vehicle quality and presentation for a a major operator is poor and in Peterborough vehicle age has increased as newer vehicles have been transferred away. The whole product has to be attractive and operators need to customer focus timetables and not base them on operational requirements
173	One of the questions asked how often I used a bus... I answered 'never purely because we don't have a bus service at all that is reliable or routine. Many of the families in the village have children attending secondary schools further away and transport such as buses is always an issue in getting these children to school
174	To consider the elderly, young and unemployed and how this affects their everyday living. I have 2 teenage daughters who are stuck here and can't get jobs unless I can take them (I work myself) . We are meant to be showing the Young good work ethic and making them independent but how can this be done when they are so isolated.
175	Bus for Wittering please
176	We need a bus service , especially with all the new houses being built in the area.
177	Since the service for Wittering has been reduced, I and my family have become increasingly isolated.
178	In relation to question 2. We have previously used call connect however due to only recent moving to area and now having a car as well as the call connect service being difficult for timing
179	I don't agree with a council tax levy to pay for services/improvements that I may not seen locally
180	Rural bus services are vital for life in small villages. Removing bus services means villages cannot retain healthy communities with teenagers and the elderly. People who can't drive need to be able to to catch a bus to school, to the doctors, for shopping, to get in to the cinema, to meet friends etc. Losing a regular, reliable bus service is a death sentence to a village.
181	I live in a village (Turves) that has no public transport links whatsoever, hence I would be unable to use a bus even if I wanted to. I hope this will change in your delivery implementation and that you will ensure a regular bus service to and from Turves is established.
182	It is all very well having a great strategy but the key is delivery. How are you going to make this happen? When will the delivery plan be available?
183	Wittering desperately needs a bus service as we are so isolated here. Service families are posted here and if they can't drive they can't get to doctors, dentists, shops etc.
184	Please can Wittering have a bus service in to Peterborough and Stamford
185	Simply that wittering NEEDS a bus service back again.
186	No

187	We really need a bus arrive in wittering, more new houses but no extra transport
188	Make sure the strategy is rolled out to rural areas too as well as the big cities.
189	Please ensure that communications across delivery partners is more collaborative.
190	My teenage kids have hardly no independence of going to town to meet with friends unless I take them
191	Definitely will be looking forward to getting back on the bus
192	Having a regular bus service in Wittering and surrounding areas would make a huge difference to my family and many others.
193	A rural bus service is vital for all sections of the community. From school age, low income and young families, old and those with medical issues to those members of society wanting to help the environment, socialise and get out to improve their own mental health.
194	Please revise the strategy by fully engaging with a focus group with a wide range of disabilities and senior citizens.
195	Just needs to be cheap reliable and there. It's not London so you won't get large numbers using it but it serves the community
196	Busses desperately needed in wittering. Especially that could be used for schools and people commuting to work
197	Rural bus services in the peterborough area have suffered for years. Our rural communities need better service
198	Please give Wittering back a regular, reliable bus service. Call and collect is far to complicated for so many of our residents.
199	Please connect Wansford to Peterborough and Stamford
200	Stop rewarding Stagecoach by paying them to provide a terrible service.
201	Do I have any further comments, better grammar.
202	I doubt if the strategy will be achieved while services are delivered by a private company having pretty much a monopoly.
203	Consider the times of buses in order for people to get to work and school - current timings (as a bus service was removed) isn't fit for purpose for school children and working adults.
204	We need a full bus service that covers Sundays, bank holidays and some evening times even if limited.
205	NO PRECEPT TO COUNCIL TAX
206	DON'T Stop that BUS!
207	Folksworth needs to be on the network as haddon/ Yaxley have grown. We are an isolated rural village without transportation
208	Much of the Combines Authority area is close to boundaries with neighbouring local authorities such as Northamptonshire and Lincolnshire, effective cross-county cooperation is required to provide meaningful public transport (example: Stagecoach East X4 bus connecting Peterborough to the Huntingdonshire village of Elton then on to Northamptonshire to Oundle, Corby, Kettering.
209	While it is an aspiration I can not see it being delivered in my life time living in a rural area at the fringe of the county.

210	The bus from Peterborough to Norwich is an excellent service. It is a long distance route that people also use for local travel. My main problem with using is getting into Peterborough. More routes like this would be great I would like to see further roll out of the Ting bus.
211	We need a bus service in Wittering village, it is highly missed by residents of all ages within the village.
212	It needs to come into action quickly.
213	I feel strongly that lack of busses in rural areas drives deeper segregation and limits social mobility and inclusion. It's not just a bus, it's connection and lifestyle and opportunity.
214	Many villages have call connect buses. They need a regular reliable bus service.
215	The workers, College students and others are desperate for a bus service
216	Wittering needs bus'
217	There are no busses in Wittering, this is isolating for those who don't drive but also for the children who then have to rely on their parents for transportation. Even a daily bus to and from Peterborough or Stamford adds independence and integration
218	Wittering needs buses
219	We have elderly people In the village and would be brilliant to have a service back
220	Having retired in the PE19 area we were relying on better transport links to aid our travel around the county and beyond thinking of the environment also in not using a car.
221	It needs to happen as quickly as possible there has been enough talking and money spent on surveys etc people need to see action and things happening! The flat fare of £2 per single journey and the temp bus services that replaced the ones stagecoach couldn't make money from I'm sure have helped an awful lot of people!
222	N/a
223	Charging people to drive in an area alienates people as it makes them think that the rich will continue to use their cars increasing the them & us divide. Maybe you should have a 1st & 2nd class area on buses as you have on trains to encourage all people to use buses.
224	Buses need to be available and affordable before cities/towns restrict access to cars (Cambridge!). They may run at a loss for a while
225	Wittering needs a regular bus service.
226	Bring back rural buses!!
227	Villages small towns should have a bus service. Good for the environment to keep cars off roads. And so people can get to drs shops or just for leisure reasons. It's a very important service to so many people it should be a priority of the council to oversee this service
228	It could be better explained. The Strategy Document is too long, only the already-committed will bother to read it.
229	I think it's wrong to have a free bus pass perhaps a reduced ticket price pass would be better as there is less subsidy needed so hopefully more companies would want to run rural bus services

230	With the impact of climate change and the ongoing economic situation we should move to more use of public transport (ideally electric) and discourage car ownership. We currently live in a rural area where we have no bus service. So we have to use a car, especially for our regular trips to the hospital over the past two years.
231	Let's hope you can make it happen!
232	We need buses again to cut down on cars and parking problems and to enable easy travel. Listen to the public and get a service going again please.
233	Rural service to enable people to get to work, shops, rail network, hospital etc.and to connect with other rural places.
234	put never is a previous box as our bus service from Peterborough to Stamford was stopped 2 and bit years ago causing a great loss for the community we would support and need a bus service, call connect is not sufficient, teenagers need to get to colleges people need to get to work, people want to help the environment.. WE NEED A BUS SERVICE FOR OUR TEENAGERS, YOUNG PEOPLE, ELDERLY AND ALL OF US IN THE VILLAGE PLEASE
235	Actually do something about it. Words are all well and good but we need positive and cohesive action. Getting vectare replaced by a bus company that cares would be a good start.
236	It is important to have a bus strategy, also important to have a bus service. I used it when we had one, to get to work and to go into Peterborough to shop and to socialise with friends. I would use it again if we had one.
237	Just that qe really need a but for elderly and students of our community.....with it hopefully being extensive enough to use for all work/leisure purposes
238	Nassington needs a bus service!
239	My priority is providing a service to rural areas to allow people to get to shops, doctors, hospitals etc There a lot of people who feel isolated with no access to buses.
240	Can we please have a bus service to take us into a growing City and support the shops restaurants and bars there and also appreciate our wonderful City
241	We do not have a bus service at the moment and as we live in a village we would like to have this reinstated.
242	Having a bus service would be a great start
243	I am just grateful that our long standing problem is being addressed
244	it would just be good to have a bus in our village!
245	Please just make it happen
246	I currently have no access to a bus service, no longer drive because of health problems, no proper shop in the village. Disgraceful state of affairs.
247	A comprehensive bus service that includes all rural, as well as city , areas is required. This is needed to support our ageing population, ensure equality of access and to work towards Net zero.
248	I think the lack of buses in rural areas cuts people off and limits their life pleasure. Castor and Ailsworth are expanding and need a regular and frequent service especially with the care home and future development of Woodlands

249	Totally support an overarching strategy that keeps villages connected. I know an elderly village residents who moved to a town to maintain an independent life after our bus service was withdrawn
250	it would be good to be as you say
251	Need a regular bus service from Castor.
252	So many villages have no bus service now, we are going backwards in terms of service and availability instead of forwards
253	It need to happen I'm a single mum with mental health issues that live in a village far away from any family or friends and as I moved in the bus service was cut so for 3 years I've had to struggle getting anywhere to see family or even shopping
254	Please do include rural areas like Marholm in your wonderful strategy which you have obviously put so much time and effort into.
255	Wittering to stamford would reduce traffic to stamford and help the village with transport. People in th forces would be supported too and have the opportunity to work in town
256	RURAL VILLAGES ARE IN SOME CASES ARE COMPLETELY CUT OFF AND UNLESS YOU HAVE A CAR ARE STUCK
257	Castor and Ailsworth needs a better bus service.
258	Rural bus services are vital for the elderly. Here in castor & ailsworth we jave NOT had a bus service for several years and thst needs addressing.
259	I wouldn't want to see double decker buses travelling the countryside with just half a dozen people on them. The rural villages need quite a different system to that of Peterborough city area. Perhaps ask people when/ where /why they would travel by bus?.
260	If buses are known to be available I'm sure more will be used. Surely part of the 'green' message.
261	Wittering needs a bus service. A large community with an unreliable alternative
262	If my village (Castor and Ailsworth) had a bus service I would use it in preference to driving into Peterborough
263	I am very relieved that some serious thought is being put into the ongoing poor bus services.
264	A safe, reliable and consistent bus service is vital for rural areas for a range of people. Have teenage child this would support them being able to go into town and also access higher level education centres.
265	Please provide a bus service to Water Newton.
266	I think people who currently have the use of a free bus pass should be allowed to pay for the service if they are in a position to do so. Therefore improving the service for everyone
267	I want to be able to meet friends and family without being reliant on lifts and goodwill
268	I would love to see a new bus service for rural areas including wittering so I don't have to use my car and it's convenient as I don't have to worry about parking.

269	The Bus Strategy has been well thought out to cover everyone's needs. Many Rural areas have lost there Bus Services over the years due to them being no longer cost effective for the Bus Companies. This has not only affected the residents of Rural Communities but it has sadly denied people from the Inner City areas of Peterborough that are also on low incomes with no transport ,the opportunity to visit the Historic and Beautiful Countryside in the surrounding areas of Peterborough.
270	Please enable us to leave cars at home!!
271	No, just a service into and out of our village at regular times
272	Come to the village and speak to the residents and let us have a say.
273	Bus Services are not just about Transportation - they fulfil so much more. People get exercise and fresh air getting to and from the bus stops. People get to know their neighbours while waiting for the next bus . Young people learn to mix with all other age groups safely and appropriately while travelling. Young people gain a sense of independence and expand their horizons with part time work while older generations hang on to their confidence and pride. Communities thrive, people want to live in all parts of the counties and villages don't die with the loss of its young families...
274	The current provisions for buses in the village of Sutton are to be extended to cover early evenings and that the buses connect with Lancaster way Business park, Ely Train Station and Ely City Centre to allow commuters to use the buses or trains onwards to Cambridge and other destinations. Additional routes be added that connect Sutton with the guided bus services in Longstanton or St Ives.
275	I hope it works as well as you envisage.
276	Consider the impact of poor transport networks on rural communities, we want young people to access further education and work so they can positively contribute to society and need buses to do that!
277	This is aspirational, there is zero detail on how to deliver it or costs
278	This Bus strategy is needed, at the moment buses are very unreliable and expensive (before £2 fare). In my life I always considered public transport for commuting and it was never attractive. Driving car was cheaper there were always delays and would prefer to sit in car in traffic than on bus stop in rain to my last job it would take me 15min by car and 45mins by bus and yet again it was more expensive to use bus. I must admitt, £2 fare attracted me to use bus rather than drive eventhough it takes more time.
279	Keep it simple, keep it fair for all and make sure services are as direct as possible
280	Do away with poor quality operators continually letting down passes. Put proper routes in place instead of rubbish fad demand buses like Ting which is unreliable and poorly run
281	In order to achieve this bus strategy there will have to be more than adequate resources of different kinds , obviously money but also other kinds of resources. This will be the key to success. At the moment Cambridge buses are a nightmare for my friends.

282	It isn't a strategy. It's just a list of aspirations. The strategy has to be the proposed actions for turning the aspirations into reality.
283	Franchising not affordable. Electronic departure boards are fine but at bus stations there needs to be full up-to-date timetables on display showing all intermediate points and timings in both directions, ideally with maps and other info. Ideally printed timetables or booklets as well. The electronic displays don't tell you when you can come back or when they run on other days of the week etc. Many people don't have internet or apps or find it too difficult to search for the information, which is often hard to find.
284	thank you for taking steps to enhance the bus network
285	there is a lot of talk ie linking routes to places people want to go. The guided bus route added extra travel time to those living in Huntingdon and there is still not a direct bus from Huntingdon to Addenbrookes
286	Major re think needed. NOT tinkering
287	It sounds great. At last some joined-up thinking to help reduce carbon emissions. Good luck!
288	That the authors and decision makers use the buses and speak to the people who are taking the buses. Asking questions survey while cheap and easy does not provide a complete picture. Read about basic Q&Q research methods and sampling.
289	I di not agree with the CONgestion and I am sure these surveys are to hoodwink the residents. Combined authority, gcp and th3 county council cannot be trusted. The quicker labour and libdem are voted out the better.
290	It is vital that we do not have the situation in the future when a single bus company can hold us to ransom, threatening to withdraw/re-route services with very little notice and potentially leaving people with no way of getting to work/college or even shopping by public transport. If we are really serious about reducing pollution, we must reduce the need for individual car journeys - reliable buses connecting with rural areas are vital.
291	The strategy is good, but we need assurances that no area will be cut off including Hardwick's Citi4
292	The infrasructure needs to be invested before congestion charging and before housing developements are complete and not an after thought.
293	Buses are the future.We are a community- not just a place where often single car drivers in their metal boxes on wheels, drive very short distances with 3 empty seats adding to traffic and pollution.There should be a move away from car use within 5 or so miles of Cambridge: if a bus ran reliably every half hour why would you need to drive?There needs to be a cultural shift.I am unable to run a car as I can't afford to.
294	The ambition is commendable but the method is limiting, We need a bold approach that is a cross capital, delivery and operational partners, Need to acknowledge the impact of failure and the compounding impacts across the issues such as employment, skills, employment, life chances.

295	<p>The strategy is good in theory, providing a viable alternative to car use, fast, convenient and reliable, but pointless if it cannot deliver, which is the case for Willingham.</p> <p>Under the GCP plans our bus service will be worse than it had been in recent years. Fast and direct services would be wonderful, but we have lost our direct service to Cambridge. Under the proposed plans we will need to take two buses: an hourly rural loop bus to Longstanton P&R and then the Busway. This is neither fast nor direct and builds in uncertainty and confusion. Even if all goes perfectly to plan there is no way that a Willingham resident 'can easily access a good job within 30 minutes by public transport' (page 7). Someone just missing the rural loop bus could have almost an hour to wait. This will not provide a viable alternative to the car. And there are no plans for new routes to connect us to where we want to go. Cottenham is an obvious example, where the Village College that serves Willingham is located. There is nothing here that will promote bus use or reduce car use.</p>
296	Unreliable, late, cancelled, don't go where you want to go, don't go when you want to go, no guarantee of getting home, rude staff, rude/dangerous customers, often can't get a seat, too expensive, useless when carrying loads, no protection at stops, unsafe.
297	As above.
298	You can't realistically have a bus strategy but wilfully ignore the staffing crisis resulting from Brexit and an ageing population. In addition many bus drivers will retire in the next 5 years (you ever seen a young one?) resulting in further driver shortages.
299	<p>i'd love to use the bus again!</p> <p>Just one more comment, I have not found the Ting bus at all helpful - when I have wanted to use it one has not been available for hours, and they cannot be relied on to get to appointments in time.</p> <p>When going further than I can walk or cycle I currently ask for lifts or use taxis - another car on the road!</p>
300	Scrap it and get people who know what to do and definitely never use Stagecoach
301	<p>There is no point in having a Bus Strategy without an integrated transport strategy, Your words come from a nice to have in an ideal world starting from scratch. Never going to happen.</p> <p>The only way to remove the stupid congestion in Cambridge City is to put a Metro underground/overground. Previous Mayor had the right idea but no support. At the weekend the congestion I see is mostly jostling buses! The GCP plan to move people from cars to buses wont work in villages unless you put rural buses back in. The GCP Plan for C2C is also becoming more and more irrelevant at plans develop to double Cambourne population size and bring in East West Rail service.</p> <p>And why is there no lobby to get a proper cloverleaf on Girton? At the moment many of the commuter cars through Hardwick, Coton, Comberton and Barton are there because there is no A428 and M11 connection. Think wider.</p>
302	I really love the idea of the Ting bus too. It's great that you're looking to improve the bus service.

303	<p>a) The Bus Strategy has only two small references to the Greater Cambridge Partnership Bus Strategy in 'Making Connections'. Given the latter's crucial importance to the bus services over a large part of the CPCA area (including those parts that are also outwith the GCP area) this seems a rather crucial omission from the CPCA Bus Strategy.</p> <p>a) The Bus Strategy has only two small references to the Greater Cambridge Partnership Bus Strategy in 'Making Connections'. Given the latter's crucial importance to the bus services over a large part of the CPCA area (including those parts that are also outwith the GCP area) this seems a rather crucial omission from the CPCA Bus Strategy.</p> <p>b) The Bus Strategy seems to minimise the vast gap in provision and quality (regarding both the Bus Service level and the level of User Information) between the Network outlined in the 'Vision for Bus' and the Network that is provided now by CPCA and the bus operators. Whilst a gap is acknowledged in 'Setting the Scene' (page 4), this omits a reference to the massive Stagecoach bus cuts at the end of October 2022, which both in themselves and in the response of the CPCA to them, revealed gaps in both the Partnership and User Information elements of CPCA's existing Bus co-ordination activities. Omission of a reference to this reduces the Strategy's credibility.</p> <p>a) The Bus Strategy has only two small references to the Greater Cambridge Partnership Bus Strategy in 'Making Connections'. Given the latter's crucial importance to the bus services over a large part of the CPCA area (including those parts that are also outwith the GCP area) this seems a rather crucial omission from the CPCA Bus Strategy.</p> <p>b) The Bus Strategy seems to minimise the vast gap in provision and quality (regarding both the Bus Service level and the level of User Information) between the Network outlined in the 'Vision for Bus' and the Network that is provided now by CPCA and the bus operators. Whilst a gap is acknowledged in 'Setting the Scene' (page 4), this omits a reference to the massive Stagecoach bus cuts at the end of October 2022, which both in themselves and in the response of the CPCA to them, revealed gaps in both the Partnership and User Information elements of CPCA's existing Bus co-ordination activities. Omission of a reference to this reduces the Strategy's credibility.</p> <p>c) There is no mention in the Strategy of the costs that CPCA will incur in delivering a 'Vision for Buses', nor of the Strategies that CPCA has for obtaining the funds to deliver the 'Vision for Buses'. These gaps further reduce the Strategy's credibility.</p>
304	It will be more credible when there is a timeline for specific actions to ensure implementation.
305	<p>Make sure you do a policy risk assessment for each of the policies within the strategy. What will your actions be if you do not achieve what you set out? For example the GCP proposals get rejected. Furthermore, there will be a general election in the next 2 years. Do you have the flexibility to reorient your strategy should a new government with new policies get elected?</p>

306	Yes, call a meeting with drivers (new and old) and operators and get direct feedback on what the current problems are. Not all passengers understand the difficulties faced by an operator, its Admin staff, drivers and service engineers etc. Public transport is about more than fancy words on paper - it's about the nitty gritty of keeping going against the odds in today's conditions. It's tough out there for all concerned!
307	Not to be paid by the congestion charge in Cambridge.
308	Something more cost effective for groups travelling together. For example 2 adults and 3 kids should cost much less than the £15.50 I paid to go from at Neots to Cambridge on the 905.
309	Usable by disabled people and autism friendly systems a must
310	smaller buses that people can summon to their road would perhaps be more accessible for older and more disabled residents
311	I live in Soham. To get to Cambridge is taking me more than 2 hours with the bus so that's not an option for me. I had hospital appointments that i needed to cancel because i couldn't afford to spend on a taxi to get there on time. The new bus service is rubbish, they never arrive in time, you can declare yourself lucky if the bus arrives at least 20 minutes late. I had mornings when i had go wait 1 hour for the next bus to get to work because the one i was usually taking never came. Not everyone has a car or is able to drive.
312	Yea make more frequent buses from.brampton and later from bus station to brampton as most people rely on a bus to get home from work and most businesses do not end untill 5:30
313	Bus services that include those from Cambridge after 10.30pm as right now you can't go to a show/late dinner/event and get home by bus. Request stops are beneficial especially for the less mobile.
314	There are many companies that provide services in other Cities. Explore alternatives to Stagecoach. Consider models in other Cities ie. Nottingham. Clean efficient and well structured public transport. As opposed to Peterborough experience. Out dated and not even based on clean energy.
315	The ideas are fantastic, the reality I see as hard to reach. Having used bus services for all my working life, 40+ years I have seen them deteriorate not improve and currently I struggle to get to work on time daily. I would welcome the changes identified.
316	We need a system that is not just focussed on Huntingdon and Cambridge so that travel from St Neots is practical. And reasonable fares to and from places like Bedford that are outside of the area.
317	Better communication is key but any improvement it welcomed
318	Our bus service has been reduced since Covid, really looking forward to being able to get to all destinations easily at all times. I know we can't be the same as London but their service far exceeds ours.
319	The intention is all very well, but once approved things go back to how they were. Late unreliable service that lets people down
320	Find a company that will actually deliver a service and not put profits over peoplr

321	Just fix it. At the moment it's overpriced, inconvenient and it takes me an hour to get to work for what should be a 30 min journey.
322	Please get on with it!!!
323	We need a clear easy to use time table with more buses per hour on village services and easy to track bus route so if there's a hold up we can check on tracker to see where bus is ect
324	Without wishing to sound negative, the congestion charge method of financing the plans is not going to work. There is far too much adverse comment.
325	please, install cycle racks on buses
326	Using latest technology and Locally available innovation, we need to develop a transport system as good, or better than London, that works in the countryside.
327	<p>The strategy document and the consultation survey are poor quality with missing information and mismatched text between the strategy and survey. The survey fails to be accessible to many people, with the Bus Strategy Document having poor compatibility, in places, with screen-readers used by people with limited vision. The survey is, thereby, at a risk of not considering all user experiences when further developing the Combined Authority's strategy.</p> <p>The strategy must be explicit about pursuing bus franchising as the crucial step to improving bus services. (See our explainer: Bus Franchising, Quality Partnerships, and other ways of Improving bus services.)</p> <p>The strategy must go beyond the bus stop and include access to the bus stop (pavements etc) by connecting with wider strategies for pavements, pedestrians' network, cycling infrastructure and cycle parking.</p> <p>The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.</p> <p>There are no references in the Bus Strategy document (whether in more or less acceptable terms) to 'disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids'. This suggests that the needs of a huge swathe of potential bus users have been disregarded.</p> <p>While well-used buses run on fossil fuels are still better than private cars, and there are mentions of 'zero emission electric buses' there must be greater clarity on the strategy to move to zero emissions</p>
328	I do not see a date when expect to see change
329	My main concerns about using the bus is the lack of space for pushchairs and luggage. It's always difficult to change buses in town with children. The strategy needs to address how the bus service will be improved for parents with young children
330	It will be costly to alter all major routes, but they desperately need upgrading to Future Proof the next 50 years of travel in and around the city. At peak times the queues on all routes into the city are intolerable. A 40 minute

	journey at other times can be as long as 1 and a half hours or more, and very stressful. The city is a major Work hub for the area and is only getting bigger and busier. Future Proof now.
331	More assistance from central government to help the authority achieve its aims, we need an absolutely reliable service particularly in rural areas and if bus companies don't give the service the operation should be taken away from them.
332	I do feel strongly that many current residents of Cambridge have adapted to poor bus services; they, like me, are unlikely to change the way they travel around Cambridge. Improved route to nearby villages might be beneficial.
333	Why did you get rid of the X5 service? It was the most used and liked service I know of
334	I thought the GCP was seeing to buses. Hope what you do is integrated.
335	This will never work if buses are unreliable, regularly turn up late, or not at all. The present timetables are a figment of someone in Stagecoach's imagination, look wonderful when shown to local authorities, but they bear no relation to actuality. They should be fined when they do not provide the services they promise, surely when this happens so often, it is a breach of contract.
336	<p>I'm so disappointed with the way this strategy has been presented and the way this survey has been presented. If it weren't for the CBGbusUsers, I wouldn't even know this was happening.</p> <p>I agree with all the points that CBGbusUsers have raised, I'll repeat them here:</p> <p>The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.</p> <p>There are no references in the Bus Strategy document (whether in more or less acceptable terms) to 'disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids'. This suggests that the needs of a huge swathe of potential bus users have been disregarded.</p> <p>While well-used buses run on fossil fuels are still better than private cars, and there are mentions of 'zero emission electric buses' there must be greater clarity on the strategy to move to zero emissions.</p>
337	It is difficult to convey the depth of response if a prepopulated consultation format particularly in ranking priorities.

338	How much space do I have? It is all very good in terms of general principles but there is little detail on what is going to happen in practical terms to deliver the aspirations. In particular, there is no recognition of the difficulty of getting by bus from Peterborough to almost anywhere in Northamptonshire. Park and Ride is mentioned solely in relation to Cambridge, with no mention that Peterborough used to have one on Saturdays for part of the year. The strategy makes only veiled references to bus franchising and the need for a massive injection of funding and how this could be achieved. Issues of public safety caused by infrequent evening bus services in Peterborough are not mentioned and there is only one paragraph on rural bus services, which is a big issue in areas round Peterborough. No detail on fares....personal I favour fares free buses in urban areas (like they have in Luxembourg) but equally good would be very low flat rate fares (as under the current Government funded scheme or the proposals being introduced across Germany).
339	Make sure that new areas of housing are served at an early stage of development, so that bus usage can become habitual.
340	Integrate routes with fixed timetable with in demand reactive services (dial a ride)
341	The mission must be to serve the people of Cambridgeshire and Peterborough predominantly. Also, it must enable each and every one who uses the Bus Service to experience a modern, first class service to enable fluid travel, facilitating easy travel to medical facilities, education and employment. As many daytime 'stakeholders' are elderly or have small children, serious consideration should be given to single-decker buses for ease of transportation eg the X5 model.
342	Unless ALL rural areas are serviced the same as semi-rural, this will fail.
343	bus from march town are shockingly poor, the network needs improvement. you cannot work and live in different places for example the bus from march to wisbech does not run past 5pm. We used to be able to get the bus from march to cambridge, march to kings lynn and march to peterborough and these obviously included the stops of chatteris, ely, wisbech and whittlesea but now we struggle to get anywhere. Workers need early and late buses, people paying the fare that want a whole leisure day are also penalised. It seems we have gone to a service that caters to the free bus pass allowing for about an hour or two before needing to return home. Even the elder are complaining as they cannot get to hinchbrooke, adenbrookes, peterborough city or queen elizabeth hospitals
344	Consider funding via Council Tax. There are currently portions for Police & Fire, which are considered essential services, so why not Public Transport? The principle is that if I have to pay in part for it then I might be more inclined to use it.
345	We are in desperate need of a decent service asap!
346	Buses need to be new and environmentally friendly - the buses being used to provide tendered services which were dropped by Stagecoach are old and polluting - environmental sustainability needs to be part of the tendering process and built in to the rules, as it is with taxis and other vehicles controlled by the local authorities

347	Whilst the aims and objectives are excellent, there is very little content to cover the implementation of these objectives. We would like to see further details regarding the logistical implementation processes.
348	Stagecoach is now owned by a consortium the members of which have LENT money in anticipation of relatively quick returns by selling off the operating companies. (source Companies House) Making a reasonably good profit with any form of mass transport is not easy. Franchising is not a quick fix. You need to find a reliable operator willing to buy the business fairly quickly
349	Please reintroduce a bus service from March to Ely.
350	Please make it work and make it more affordable for everyday people.
351	The people drawing up the strategy need to get out on the buses, try a few routes & talk directly to the people using them!
352	Need to stop cancelling bus. Need better system for queues as people always jump the queue. Better value pricing and more polite drivers. Cleaner buses and rubbish removed
353	I am totally against charging drivers to pay for setting up bus services.
354	Hub and spoke approach is the main way of routes are designed today but we are missing circular routes that can connect the "spokes" in the periphery. Without these some travellers are forced into a hub adding time and making the option less desirable than let's say a car
355	To be properly integrated a rural bus service must offer travel to the rail station for both commuting and day trips. It is no use if it is not available until after 10:00 and not after 19:00.
356	The busway is vital, it has made bus transport viable from our area (cb24). It must be protected and improved. It is an express service. En-route stops in Milton and Histon Road must be ceased. Improvements made (some rerouting to make it optimum speed into Cambridge). Then rolled out to other viable routes into the city. Its success is the 'off-Road' sections. I strongly regret the sudden and incomprehensible cancellation of the 'Metro' system, which, although would have its difficulties, would have been a major factor in reducing congestion. The arrogant manner in which it was cancelled, without any consultation process makes it harder to accept. I urge anyone reading this to do whatever it takes to allow this comprehensive and radical plan to be resurrected.
357	I think the bus strategy needs to pay particular attention to ensure that local people can reach a doctors, chemist, and local shop as well as meeting other requirements, this is all too often forgotten in the big scheme of things
358	Horningsea village needs to have a regular (not on-demand) bus service if you are to succeed in your objective to get people out of their cars. The current strategy does not show how this will be achieved. In fact, it is highly doubtful that this will be the case because of the inherent flaws with the proposed implementation. There is too much fragmentation in the franchise plan. It is unclear how underperforming bus routes will be supported and there is no mention of how the extra investment will be paid for. Horningsea Parish Council cannot see how it can support the current strategy if there aren't stronger guarantees and contingencies in place.

359	Strategy means very little if it is implemented poorly. It seems that this is generally an admirable initiative but so far there have been no signs of positive implementation.
360	I would suggest that those involved in this survey actually use the service and occasionally visit Peterborough Queensgate bus station ,particularly after a rainfall and try to imagine your first impression of Peterborough
361	Important to implement so as to get people off the roads to help the environment
362	Please get franchising in place as soon as possible, and develop a proper subsidy model (e.g. on a reformed congestion charge proposal).
363	You should think First: about people, drivers Second: Roads, footpaths, cycle lanes, safe bus stops and safe access to those stops Third: Buses, new economical, gas, diesel, hybrid small vehicles, safe to drive with high speeds on the highways.
364	No - just hope and pray for a far better bus service.
365	That the buses are INTEGRATED - i.e meet and join up with rail services, where they don't at present, and are fully able to accept/issue rail tickets, from the electronic ticket machines that they have on board. When you consider that rail tickets are issued for use by bus by rail, it surely shouldn't be too much trouble for the bus to issue rail tickets - especially when they are usually issued via the ticket machines, that SHOULD be able to be joined to a network - if they're not, then they should be!
366	In addition to the comments made above, the strategy needs to consider the option of a park and ride service in Peterborough. Improved accessibility such as bus stops, dropped kerbs are also needed to ensure people can access bus services. There is a need to ensure that services are integrated. In Peterborough, eveing services do not link up in the bus station and leave at different times which creates issues for passengers. More emphasis needs to be placed on low emission vehicles, especially for services that are subsidised by CPCA. We are pleased that integrated ticketing and simpler fares are important parts of the strategy. Fear of crime and anti-social behaviour can be barriers to people wanting to use public transport and is something the strategy should consider.
367	Living Streets is rather disappointed by the quality of the strategy and the consultation. We look forward to seeing the detailed action plan needed to take the strategy forward. In relation to this we strongly encourage the CPCA to pursue franchising if possible. From a Living Streets viewpoint, making access to the bus stops safe and easy, with real-time information about schedules and rainproof seating where possible is critical. This requires work across local authorities and connecting to active travel strategies for pavements and pedestrian networks. As new vehicle provision is bought it would be important to have adequate space inside the bus so avoiding conflict between prams and wheelchairs (which has been reported to us on occasion). Also good to have cycle racks

	<p>on the back of buses to enable cyclists to undertake longer journeys using cycle-bus-cycle modes.</p> <p>It will be crucial that adequate connections are made between the various strategies being consulted on and from our viewpoint the Active Travel strategy aiming at walking (and cycling) must deliver the access and connectivity from pedestrians that enable them to make safe and healthy use of the integrated bus network.</p>
368	It would be really good if the buses had bike racks so you could take your bike especially on the rural buses.
369	Sorry haven't read it fully but want a bus system that people just naturally use because its so good and better than being in a car on congested roads with difficulty parking and a congestion charge (which I support) - Like London
370	Frequent, regular, reliable services are what people want if they are going to get out of their cars. Many cities and towns in Europe have achieved this better than here in the UK.
371	We deserve reliable, frequent, well connected, public transport system. The city is very difficult to navigate even for the elderly. This needs to change! We also need better last mile connectivity.
372	Ability to put several bikes on a bus (e.g. Los Angeles style buses with space in front of the bus)
373	Think of bus users and pedestrians. Not just cyclists. And help motorists to make the switch to public transport, even if it's only on P&R services rather than travelling from one town to another.
374	My children would have more freedom if they could easily get buses where they need to go.
375	No further comments apart from increase the number of services and the number of routes and improve the reliability of rural services.
376	Affordable, please! And consider subsidising by tax on any huge cars, like Land Rovers, SUVs, etc, driven in the city
377	No mention of how the bus strategy integrates with the Greater Cambridge Partnership strategy ambitions around improving connectivity. Is this really a coherent plan that has involved all parties across a very complex region.
378	<p>I think people will want to see the routes you are proposing and whether the strategy works for them. It's all well and good consulting on the strategy but at the moment there's nothing to understand what the new bus network will look like.</p> <p>The city isn't very connected by bus and doesn't go to all destinations. It can take over an hour to travel from Fulbourn into the city and driving is much quicker.</p> <p>It depends also who you are trying to attract to buses. The needs of the commuter are very different to the oap who likes the freedom and independence that the car gives them without the physical need to walk to a bus stop and wait in the cold or interchange.</p>

379	I don't see enough about catering for disabled people in the strategy and only passing mentions of electric buses. Both these aspects should be urgently addressed, particularly strategy on disabled people.
380	We need better buses, specifically in Sawtry
381	If the bus service were better, I would use it much more.
382	I would also like to see better linkage to bike networks and cycling more generally -- e.g., convenient cycle parking around major bus stops.
383	Need more spaces for wheelchairs and prams otherwise people in these categories sometimes have to wait for bus after bus to pass them before they can get on one
384	I use the bus one a week. I am trying to drive less. But I want my efforts to have a greater effect than allowing car drivers to get this their places quicker (because there are fewer cars). I wish for public transport to be seen as the first choice not as an indicator that I do not have any other option.
385	Have better busses on time
386	This strategy sounds excellent. As someone who is frequently let down by the service in Cambridge city I look forward to it's realization with more buses running on time for good value.
387	The questions assume no downside and give no costs etc - so this is a pointless questionnaire
388	Seems to be a distinct lack of inclusion of people with disabilities in the consultation document. Our bus service must be for all. Disappointed that there seems to be a lack of vision for moving to zero emissions vehicles. This should be built into this strategy.
389	stop stagecoach missing up the bus services
390	The strategy is disappointing in a few areas: - It lacks ambition and specificity. - Bus franchising is sidelined, despite being the best option. - It does not explain how zero emissions travel will be achieved - Connections beyond the bus stop must be considered - There are no references in the Bus Strategy document to 'disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids' nor other cognitive impairments. This is worrying, as an effective bus service needs to be inclusive and accessible, especially as private cars are less likely to be an option for many people in these groups. A strategy for disabled
391	your proposal is not honest in presenting the impact of the new services and bus lanes etc on those that live here and the local environment And you fail to address the security (reliability) of public transport, to avoid the Stagecoach fiasco
392	More buses on mill road back to every ten minutes
393	It seems unambitious. A starting point for improvements might be a network of the quality we had 20 years ago.
394	Buses are part of an integrated transport strategy not an alternative to cars. As soon as the congestion tax looked like being forced I boycotted busses
395	Don't cut busses at the last min. It's not fair.make it clear and bold

396	How this is going to be financed should be mentioned first considering the dire effect a road user charge would have on so many. Many people cannot use a bus for their daily work or other reasons. Addenbrookes in the proposed charging zone is preposterous, so is charging people leaving the zone who live at the edge. There is no "congestion" in Cambridge - it is created artificially by changes of road layouts, ill timed road works instead of staggered works and LTNs. Even with all of this, there only is a problem for about 1.5 hours in the morning and late afternoon during rush hour. A new bus service would be great - but financed a different way.
397	Please provide buses on time from Chesterton. Bus 2 is always unreliable
398	Strategy should prioritise making busses attractive option and alternative to personal vehicles and should not rely intrinsically on dissuading it via a congestion charge. Many cities run public transport systems effectively without this narrative or approach (i.e.congestion charge)
399	I DO NOT SUPPORT CONGESTION CHARGING as a means of funding the bus service
400	It is wooly and unambitious. Very little mention has been made of disability, when it should be included as a basic principle of design. The strategy is unambitious, with limited targets (and mostly no explicit targets at all). No mention is made of open data/APIs, which are vital to innovation and accessibility. It does not come out in favour of franchising, which will clearly be more effective than enhanced partnerships. There is no mention of travel hubs or express routes, both of which are a necessary part of a good rural bus service. Low-emissions buses are mentioned but there is no adoption/discussion of specific science-based targets to meet on emissions.
401	I do wonder if it's possible to actually deliver this, and if it's overly ambitious are you prepared and strategizing for how to keep the core functions working well enough? It sounds wonderful but how will you find the staffing, and a supply of healthy staff when no one masks any more? What about UV air filtration on buses? Really people should be asked to mask on transit if they're at all ill at the very least.
402	My drive to work at 6 am takes 9 minutes, doorstep to clocking in. The bus stop is a 6 minutes walk, plus waiting time (usually 10-15 minutes), plus a journey time of 45-50 minutes, with almost zero traffic and oftentimes gets me to work late. My return at 15:30 takes 13-15 minutes, clocking out to doorstep. The bus takes 60-75 minutes with litt traffic at that time of day. During inclement weather, it is likely that I will arrive at work either/or cold and wet. My petrol cost over 5 days is £10, a 7 day bus pass cost, currently, £18, am I really expected to pay 80% more, for a massively inconvenient, inefficient *service* ? I also have a disabled daughter, who needs my time from 16:00 Mon-Thurs and 13:30 on a Friday, the bus service can't, with the best will in the world, get me home in time.

	For some, the proposals will work, but asking amongst family, friends and colleagues, it just won't work for anyone that starts work before 08:00.
403	It's not achievable, improve the roads
404	Can it be speeded up . The service at the moment is dreadful
405	The service must be frequent, fast with fair fares. I would also like the option of putting my bike on the bus.
406	Buses are outdated. A lightrail would be far more enticing. No matter how improved the bus service will be, it is a much slower option of travelling as it doesnt take a direct route. I have no problem with using buses currently if time and situation allows, but often its just not an option.
407	No congestion charge
408	Not everyone can use a bus. Not everyone has a blue badge. Buses do not work for everyone.
409	Completely against the congestion charge. Stop trying to make us believe that you will be able to improve a public transport system that hasn't worked in decades. Congestion charge doesn't help anyone, and you know that won't provide enough to sustain your plans.
410	I am negative about new ideas related to buses in the city. I do not support what is happening - as a resident and payer. I believe that the city is now getting worse and worse managed and it will lead to collapse.
411	It fails to address peoples' needs for carrying "stuff". What about food shopping, recycling, etc.
412	The very idea that transport by bus is the answer to Cambridge's congestion problems if flawed. Cambridge needs something more fundamental, lower train fares so people can afford to travel by train and a joined transport systems to compliment it; perhaps a tram system. Messing with the buses is fiddling at the edges and will just cause more problems than it solves.
413	if you want us older ones to give up our cars drop the bus pass age down to 60
414	Buses do not run on time it's no quicker. Cambridge roads are being dug up and residents having to endure years of road works for a private transport company
415	Give people choices don't try to impose your ideas. Try to make Cambridge a vibrant city not a town that is horrible to live or visit. Most business relies on the car use and not the busses.

416	Yes, scrap it and stop turning Zbritain into a Nanny state. We have a democratic right to use our car without interference from people who know notjing about us!
417	I seldom use buses because I can walk to the city centre and cycle to most destinations in Cambridge, but if I'm lucky enough to live into my eighties I may no longer be able to drive or cycle and will be dependent on buses. That is why I have chosen to remain, in retirement, on a major bus route (2) that links me to the town centre and Addenbrookes. Not everyone is so fortunate as to have been able to locate themselves so well. Good public transport is good public health.
418	Its not a congestion charge, when you are charging motor cycles and people leaving the area. Its just another tax on motorists, and it will impact Cambridges long term viability, and you will not provide the buses stated.
419	I'm too old to do this survey All I want is a bus that is on time and not suddenly cancelled
420	We need busses that can take more than one wheelchair, as we can't always get on the bus because a wheelchair user is already on it. This is a big issue, I was disappointed that there was nothing on this survey about disabilities?
421	Stop talking and consulting and get doing We want to see good rural buses that are reliable and achievable... otherwise rural.poverty will continue to grow. At the moment you can get a bus from Peterborough to Norwich for £2, but you cant get from Folksworth to Peterborough!
422	I want to see specific proposals for which bus services are to be reinstated and when
423	No congestion charge. Light rail is better. Have more spaces for wheelchairs and prams.
424	I currently use the bus approx monthly but would use 3-4 times per week if service were adequate & improved.
425	Our roads and pavements are a mess and getting worse day by day. See if you can sort this out first, then move on to the glory projects.
426	Public ownership of the bus network should play a more significant role in the strategy. Integration with other modes of transport should recieve more consideration. There was no mention of links between buses and the rail network (neither timetabling nor interchange design) nor discussion of bike parking or bikes on buses. There was no mention of capacity on buses for wheelchair users, parent and pushchairs nor bulky luggage. There was no mention of integration with the sustainable travel plan by the GCP
427	I love buses, there need to be lots of them going to different places to make your strategy work well.
428	Please please please fix the system we currently have before getting all head in the clouds about this shiny new strategy you have created,. It's boring but so very important to many many people!

429	<p>The commitment to the environment of the bus strategy is absolutely crucial. It must be a zero-carbon strategy from the offset.</p> <p>Service provision needs to be driven by data and talking to users and non-users. We need cross-city services that meet the needs of non 9-5 workers and those with informal care responsibilities, as well as radial services supplying rural areas.</p> <p>We need to ensure that drivers and staff are paid a real living wage to ensure attrition levels reduce. This is not outlined in the strategy.</p> <p>Safety of users outside buses is crucial. Means shelters, lighting, provided wait-spaces that don't interfere with road or footpath users.</p> <p>We need connectivity to local sites of interest (nature reserves, national trust areas) which reduce the need for private journeys to those places and allow access to those who do not have private vehicles. Again, I don't see this referenced in the strategy.</p> <p>I agree that the GCP requires legally binding commitments with operators, but it also needs the ability to enforce those commitments. A franchising system or system of clear fines would go a long way to ensure that the effectiveness of services and the people that use them is driven by what people need, rather than profit for the operator.</p> <p>There are some clarity issues with the presentation of the strategy. There are some places where the information is vague and needs clarifying, as outlined in my answers. There are also areas where information is outright missing, for example a missing table referenced on p12.</p>
430	<p>This is just another brainless unattainable strategy.</p> <p>It will do nothing to stop climate change.</p> <p>Our cars, delivery vehicles and buses are all cleaner than ever with very low emissions. You will never get people living in our villages to change their habits as they can drive and park freely in their local shopping areas. Only Cambridge is victimised.</p>
431	<p>Word search; heritage, river, bridge, Conservation, place making, beauty, constraints, damage, dirt, vibration,.. medieval City. scale, if they do not appear- then it fails as a considered strategy. Sorry!</p>
432	<p>Fewer busses in town, unless they are actually being used!!</p>
433	<p>Is this really achievable? Does Cambridgeshire have sufficient population density to make this financially viable?</p>
434	<p>Great that action is planned to improve the region's public transport - there will be opposition from the normal quarters, but this will be welcome and beneficial to the great majority of people.</p>
435	<p>The village of Grantchester has a poor bus service. It would greatly help to have an additional service that goes to the Trumpington Park and Ride to give access to buses to the hospital and the station.</p>

436	You need to use taxpayers money wisely. Not just for cyclists!!! Look at Transport for London. Shame on you Cambridge.
437	<p>I worked/researched in the areas of public transport starting at the time of changes to 'One Man Operation' and saw how operators were misled by the 'profit' objective and failed to realise the impact on 'service'. I was also involved in the 'Nottingham Zones and Collars' experiment in mid 1970s which was an early experiment in wider area bus priority. It failed, in part because of the easy availability of cheap parking in the City Centre</p> <p>The one big area that should bring benefits to 'service' is to integrate 'Schools' & 'Works' buses into the public network. The NEED for works buses to high employment sites such as ARM, Granta Park, and the Genome Campus shows the failure of the current public network to adapt to service need. It costs the companies £££s and reduces flexibility for their workforce. The provision of school buses (excluding special needs), I believe, costs Cambridgeshire County Council many millions each year. Integrating such requirements into a public network would clearly greatly benefit the wider public, and reduce car dependency (AND isolation for those without car access).</p> <p>I do NOT see C2C or CSET as value for money, as a much better public bus network on those corridors could, with simple bits of bus priority, easily capture, with targeting, the 15% of car traffic needed to remove 80% of congestion on those radial routes. That would be a quick WiN,WIN as quicker service bus would attract more users and would reduce operating costs.</p>
438	more buses in evenings and Sundays
439	Drop the tax 😊
440	This will make cambridge centre for tourists and students with no regard for the residents.
441	a lot of very pretty words that will end the same way as all politicians' promises do – not delivering what was promised, giving profits to politicians' friends and harming the common man.
442	I think it's totally unrealistic and not achievable.
443	Effective bus strategies have to be ambitious (use successful cities plans as models) and accountable. I struggle to see how this can be achieved with them remaining privately owned. If they are publicly managed you can utilize funds from low congestion zones to support and maintain the public transportation effectively. It needs to be less about profit and more about maintaining effective, sustainable, environmentally responsible, affordable, clean, reliable and accessible public transportation that has a longer vision than their annual profits!

444	<p>I hereby re-iterate and endorse the following words of Dr Colin Harris:</p> <p>'The Greater Cambridge Partnership (GCP) congestion charging and 'Making Connections' consultation (closing at midday on December 23, 2022) has ignited intense debate, with strong views expressed for and against the Sustainable Travel Zone.</p> <p>Vehicle charges would apply within the zone between 7am and 7pm on weekdays, including most of Cambridge city.</p> <p>The plans would substantially expand bus provision across the region. A spokesperson for the GCP executive board has said "There is no Plan B", and suggested the public either accept the scheme put forward, perhaps with minor tweaks, or 'do nothing' at all. But is that a fair statement of the case? Are there alternatives, and if there are, why have they not been presented to the public as options for consideration?</p> <p>An alternative using light rail</p> <p>Cambridge Connect was set up seven years ago to develop one such alternative based on light rail. The light rail lines would be on two main axes (see network graphic) to provide a mass transit service on a core backbone.</p> <p>The Isaac Newton Line would extend from Cambourne to Haverhill via the Cambridge city centre, central rail station and Addenbrooke's. The Darwin Line would extend from Cambridge North station to Trumpington via the Science Park, Eddington, the University of Cambridge's West Campus and the city centre.</p> <p>Working together, these two core lines would provide a fast, frequent and reliable service from the periphery right into the heart of Cambridge. A short – approximately 2.5km (about 1.5 miles) – tunnel overcomes the difficulty of running a mass transit system into the city centre. This is especially the case in Cambridge with its unique historic setting, high environmental values of the river and practical constraints of a mediaeval street layout. A short tunnel also avoids the need to dig up inner city streets and utilities to lay tracks, which is costly and disruptive.</p> <p>A modern light rail vehicle - an example from Nottingham NET. Picture: Colin Harris, 2016</p> <p>A modern light rail vehicle - an example from Nottingham NET. Picture: Colin Harris, 2016</p> <p>Light rail was identified as the best technology to enable this scheme because it has been proven to be most effective at generating modal shift (persuading people to switch from driving cars), has the strongest environmental performance of any mode of public transport (the most</p>
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	<p>energy efficient and lowest emissions), and because it has the required capacity to meet the demands of mass transit now and in the future.</p> <p>This last point is important to meet the needs of a growing population. Two constraints of light rail, however, are that it needs a higher upfront capital investment and, with fixed lines, it is also less flexible than running buses on roads.</p> <p>Balanced against these limitations, the permanent investment made in light rail also offers some advantages. For example, the permanence provides investors with confidence that it will be operating for a long time into the future. Bus services running on normal roads can be withdrawn as easily as they are added – as we have seen in recent months – and this makes investment around those services less attractive.</p> <p>In addition, the high upfront capital cost of light rail is offset to a degree by lower operating costs (eg higher energy efficiency, greater capacity and fewer drivers). Overall, light rail has a lower carbon footprint than buses carrying equivalent numbers.</p> <p>Cambridge Connect’s background</p> <p>Cambridge Connect is an independent, informal collaboration with Railfuture, UK Tram and a range of individuals and companies working in the light rail industry.</p> <p>It was set up to develop transport options to improve quality of life in the Cambridge region, especially given the pressures of growth and climate change, with the aim of developing an integrated and long-term plan for public transport.</p> <p>In 2017, the then-mayor of the Cambridgeshire and Peterborough Combined Authority, James Palmer, promised to implement the light rail scheme we proposed.</p> <p>A mass transit study was undertaken, which concluded light rail was the best available technology for mass transit, although that study also considered light rail could be too expensive. The study therefore proposed a type of autonomous bus solution known as the Cambridgeshire Autonomous Metro (CAM), which Mr Palmer adopted.</p> <p>We opposed CAM because the technology was risky and unproven, and it was environmentally less sound than light rail. The CAM suffered from many of the weaknesses of buses but few of the benefits.</p> <p>CAM also had a very extensive and complex plan for a tunnel, which we considered unaffordable and undeliverable. This untested CAM scheme was also going to be extremely expensive. The new mayor, Dr Nik Johnson, cancelled Mr Palmer’s CAM, and we welcomed that decision. However, we</p>
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	<p>believe light rail still represents the best available technology to provide mass transit for the region, and we have continued discussions with the Combined Authority.</p> <p>We modified our scheme to reduce costs substantially, in particular by reducing the length of the proposed tunnel. There seems to be a growing recognition that light rail has a role to play, although more work is needed, and discussions are ongoing.</p> <p>The Cambridge Connect / Railfuture network model</p> <p>The model proposed by Cambridge Connect is very different to the GCP 'Making Connections' bus scheme. The GCP scheme uses buses only and extends generally in a radial pattern outwards from Cambridge city.</p> <p>In some senses, this wide reach has benefits, since buses can access many places light rail never could. In contrast, our scheme has two principal lines, which are optimised for higher passenger volumes.</p> <p>In our scheme, people would connect onto these core lines at stops spaced all along its length, including at Park & Rides and train stations. Connections would be made on foot, by bus, train, bicycle, taxis and by private car. Because of the frequency and reliability of the segregated light rail service, people could turn up at a stop with confidence of getting a connecting service, very much like you do when you travel on the London Tube.</p> <p>Thus, the light rail mass transit would work in combination with other modes, including buses, which together provide that wider reach that light rail lines on their own cannot provide. We also support leveraging the heavy rail network as much as possible, for example by twinning the track from Cambridge to Newmarket and installing commuter stops on this line, for example at Cherry Hinton and Fulbourn.</p> <p>Accessibility</p> <p>An accessibility map of the light rail network proposed by Cambridge Connect / Railfuture</p> <p>An accessibility map of the light rail network proposed by Cambridge Connect / Railfuture</p> <p>We analysed the accessibility of those core lines and stops to built-up parts of Cambridge city and the surrounding villages, finding that almost 90 per cent of these areas would lie within an eight-minute cycle ride or a 20-minute walk of a stop (see Accessibility map).</p> <p>This indicates that these lines would attract a high level of ridership, with connections being relatively easy for people living nearby. It's fair to say that some areas would be better served than others, and it would take time to develop a more comprehensive network. Those areas would, of course, still</p>
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	<p>have bus services (which could be enhanced). The scheme is designed to be delivered in phases, with new lines brought forward as and when demand emerges. For example, we anticipate East Cambridge will be an important extension, with demand created by new housing developments on the Marshall airfield and the sewage works when they move. Those developments are still some way off, and we have not pre-empted their scale and timing.</p> <p>Capacity</p> <p>A strong, modern, integrated regional transport strategy needs to have the capacity and quality to be fit for purpose for the 2030s and beyond. The strategy needs to address pressures of growth and climate change, and help secure the health, welfare, environment and economy for present and future generations.</p> <p>Ambition for improvements should be high, but we also need to be practical. We propose proven solutions rather than speculative technologies. It is clear that existing approaches have failed to deliver an excellent public transport system for this region, and that a new approach is needed.</p> <p>Rather than expanding the old approach of buses and busways, we believe there is a need for a step-change to meet the challenges of the 21st century.</p> <p>Light rail is complementary to bus and train services, and supports cycling and walking. Light rail is the most practical, well-developed and proven technology to provide mass transit in a small city context. Many cities throughout Europe similar in size to Cambridge, and smaller, have successful light rail systems. For example, in France almost 20 cities of a similar size to Cambridge or smaller have light rail / trams.</p> <p>Alternative to the bus model</p> <p>A possible light rail network for Cambridge proposed by Cambridge Connect / Railfuture</p> <p>One of the problems with the GCP bus scheme is that it is likely many thousands of buses, operating from 5am to 1am, will run close to empty. In England outside of London, average occupancy is 10 people, and that is an enormous waste. It is hardly surprising that it is not economic in a lot of cases to run services. By pooling demand onto a more limited number of lines using light rail, higher levels of occupancy can be achieved, and therefore less waste.</p> <p>This also allows a more frequent and efficient service over longer time periods, with fewer drivers.</p> <p>True, connections still need to be made on to the light rail from locations</p>
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	<p>away from the main lines, but those links are shorter and more manageable. The alternative of running bus services extending widely from the centre out to the remote periphery in a spider's web form is extremely expensive to support, since the demand is by nature widely dispersed. We believe this is one reason why the Making Connections bus subsidy would be so costly to run.</p> <p>Another significant problem with the GCP scheme is that no information has been given on how things will function in a practical way with the increased numbers of buses in the heart of Cambridge.</p> <p>When we asked the GCP recently how many buses would be coming into the heart of the city at peak times, they were not able to give an answer, suggesting this analysis will be "considered in more detail in the next phase" of scheme development.</p> <p>In our view, this should be a fundamental consideration in the plans, since if it will not work practically then the scheme is undeliverable. It seems surprising that the GCP has not considered these implications before rolling out their scheme proposals. Based on analysis of bus numbers in 2017-18, and factoring in growth and modal shift of 15 per cent, we calculated that around 200 to 300 buses per hour will be needed at peak to sustain that level of service.</p> <p>Yet the GCP's scheme is even more ambitious, proposing a 50 per cent drop in vehicle traffic, with buses presumably picking up that demand.</p> <p>This could have an enormous impact on the inner city realm, and compete for space with cyclists and pedestrians. The large increase in heavy bus traffic will impact roads, increasing works and disruption. When this occurred in Caen, France, and it became too expensive and unreliable, this small city replaced its bus metro system by light rail.</p> <p>It is already unpleasant here at times, and the GCP plans seem to have major implications for the future quality of inner urban space, yet according to the GCP this has yet to be considered. We are thus sceptical about how this will work in practice, and this is one reason why we have proposed a short tunnel to serve demand for mass transit in Cambridge.</p> <p>Our scheme also differs from the GCP busway schemes by selecting routes that protect important landscapes and habitats surrounding Cambridge, choosing instead to co-align with existing transport corridors, and to minimise intrusion into precious (and diminishing) Green Belt. For example, in the west we propose to align the light rail line alongside the A428 and extend from Cambourne to the Girton Interchange, from where the line would follow the M11 to serve Eddington before reaching the West Campus.</p> <p>Not only does this route protect important unspoiled landscapes near Coton and Madingley, the route also proceeds via one of the most important strategic road junctions in Cambridgeshire – the Girton Interchange, the</p>
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	<p>convergence of the M11, A14 and A428.</p> <p>To the south, we would abandon the GCP CSET busway in favour of reinstatement of the former rail line to Haverhill, passing Sawston, Granta Park and Linton. Because our routes are different, it is simply not the case that busways planned by the GCP can easily be converted to light rail in future.</p> <p>Financing</p> <p>We recognise the budget of £1.4bn-£1.8bn for light rail is challenging, and clearly is much greater than resources currently available through the City Deal/GCP.</p> <p>We note this investment would be similar to the A14 road upgrade, and similarly the benefits to the region would be immense.</p> <p>When spread in phases over five to 10 or more years, this level of investment is achievable. Some will no doubt say this cannot be afforded, to which we respond that in the context of the climate emergency and extraordinary growth Cambridge is experiencing, can we afford not to?</p> <p>The stakes are high, and past approaches have failed. It is time for our leaders, including businesses actively encouraging the growth, to show courage and commitment to a better and longer-term approach that will actually deliver the improvements that are so badly needed. One of the chief beneficiaries is the university, which would see all of its three main campuses joined up by a fast and frequent transport link.</p> <p>Clearly the finance needs to come from somewhere. The public have been told by the GCP that a congestion charge is the only way to raise finance for these types of improvements. However, we have identified at least 15 different financing mechanisms that could be employed. For example, £350m already exists from remaining City Deal funds, and substantial resources earmarked for transport were also committed under the Combined Authority Devolution Deal.</p> <p>A range of other sources of finance could be leveraged, such as tax increment financing, a workplace parking levy, developer contributions (eg Section 106, community infrastructure levy), and a tourist bed-night supplement of a few per cent could also be brought in. Crossrail funding mechanisms, which included business levies, could also help pay for light rail.</p> <p>A land value capture scheme, whereby a share of profits when land values are uplifted as a result of development is invested back into transport infrastructure, could also be adopted. These potential sources could raise large amounts of finance, and more than enough to invest in light rail.</p> <p>If none of those mechanisms can be implemented, then there remains the option of some form of congestion charge, although there should be careful</p>
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	<p>scrutiny of this type of scheme to ensure fairness and equity in how, when, where and who pays, and operational costs should not wipe out a large share of any finance raised.</p> <p>Is there a Plan B?</p> <p>Cambridge Connect's analysis of the comparison between light rail and the GCP's plans</p> <p>So, is there a Plan B? Not if you sit in the Greater Cambridge Partnership. It has shown no willingness to consider light rail as an option, and the mantras have often been repeated that "Cambridge is too small", "we can't afford light rail", and "light rail is too long-term, we need improvements now".</p> <p>We have listened to those arguments, and while there is a grain of truth in them, almost no effort has been made by the GCP to investigate fully the options. Well, if it has, we certainly haven't seen their results and reports. We have not been consulted on light rail – and neither has the general public. In truth, light rail could be afforded if the scale of congestion charging proposed by the GCP was introduced. So, if that's the case, why has the public not been informed and presented with that option?</p> <p>We challenge these assumptions and ask – what is long-term? When we started this initiative, long-term was seen as about 10 years. After seven years we have seen very little delivery from the GCP and yet expenditure of almost one third of their £500million budget.</p> <p>If they had started a long-term, phased delivery of light rail from when we started, we could already have parts of the scheme delivered, and the longer-term plan would be taking shape. But, as they say, we are where we are, and much has been spent on GCP schemes with little practical delivery. The GCP busway schemes originate from about 10 years ago, when the population of Cambridge was predicted to reach 147,000 by 2031.</p> <p>But everything changed when the recent Census showed we reached that population in 2021 – a decade sooner than everyone thought. That should be a huge wake-up call to the authorities, especially when we can see the scale of growth that is still coming forward in the next decade, and consider this in the context of failures to meet targets to address the climate emergency. Scrapping the planned GCP busways and instead investing in light rail now would be a much more progressive, modern and environmentally sound approach, and one that would save millions in the long-term by completely avoiding the need to convert those busways in the future.</p> <p>Complementary short-term and long-term improvements – a practical Plan B</p> <p>Adopting a modern light rail network as part of the solution now does not mean we should abandon improvements to traditional bus services, active</p>
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	<p>travel and other access improvements now. We need both short- and longer-term improvements, brought forward together.</p> <p>The light rail will take longer to deliver, so it is absolutely right to bring forward more immediate bus and active travel improvements now, although perhaps not in the way envisaged by the 'Making Connections' consultation. More modest improvements could be made alongside investment in the first phases of light rail for the longer-term.</p> <p>We believe the time has come to commit to an enduring transport vision using light rail, brought forward in practical phases. This approach can meet this region's needs both now and for a long time into the future, and do so in the most environmentally sustainable way. Our children will thank us for it.</p> <p>Dr Harris is director of the environmental planning and spatial data business Environmental Research and Assessment, located in Cambridge. Views expressed in this article are those of the author and do not necessarily represent those of other organisations and individuals with which Cambridge Connect is collaborating.'</p>
445	<p>The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.</p> <p>The strategy must be explicit about pursuing bus franchising as the crucial step to improving bus services. (See the Cambridge Area Bus Users explainer: Bus Franchising, Quality Partnerships, and other ways of Improving bus services.)</p> <p>The strategy must go beyond the bus stop and include access to the bus stop by connecting with wider strategies for pavements, pedestrian networks, cycling infrastructure and cycle parking.</p> <p>While well-used buses running on fossil fuels are still better than private cars, there must still be a strategy to move to zero emissions, which seems to be missing from this document.</p>
446	There needs to be more capacity. By the time buses get to my stop during rush hour they are usually full, so there is effectively no bus service.
447	Reliability and frequency
448	Don't use Stagecoach
449	There is a huge difference between travelling WITHIN a city & travelling from a rural location TO a city. There will never be a village bus service that makes it quicker & easier to get to Cambridge. BUT there are many approaches that would make it preferable to only drive as far as the city and then use the bus.
450	Good luck - it is a biig job!
451	It's been a joke for decades. How about learning from our cousins on the continent about how to do "strategy" properly, having a coherent ticketing system, we planned routes, clean vehicles and using common sense. Getting rid of Stagecoach is the first step.

452	Look at the start and end of journeys. In Ely there are no buses directly to the train station, and the bus stop is a long way round the outside of Tesco. There's also barely any covered stops with seats all round the city. There's no direct buses from the centre of Cambridge to West Cambridge.
453	Find the costs to run a decent bus service without an unfair tax on vehicle drivers who live in or have to travel into Cambridge.
454	<p>The strategy document and the consultation survey are poor quality with missing information and mismatched text between the strategy and survey. The survey fails to be accessible to many people, with the Bus Strategy Document having poor compatibility, in places, with screen-readers used by people with limited vision. The survey is, thereby, at a risk of not considering all user experiences when further developing the Combined Authority's strategy.</p> <p>There are no references in the Bus Strategy document to 'disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids' nor other cognitive impairments. This suggests that the needs of a huge swathe of potential bus users have been disregarded. Design for all should make the service easy to understand for everyone.</p> <p>The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.</p> <p>The strategy must be explicit about pursuing bus franchising as the crucial step to improving bus services.</p> <p>The strategy must go beyond the bus stop and include access to the bus stop by connecting with wider strategies for pavements, pedestrian networks, cycling infrastructure and cycle parking.</p> <p>While well-used buses running on fossil fuels are still better than private cars, there must still be a strategy to move to zero emissions which seems to be missing from this document.</p>
455	Just get on with it - far too much mulling over.
456	Buses shoul NOT be paid for by a congestion charge
457	I'm desperate to see some actual results rather than just this continual cycle of consultation. The climate crisis is already happening, and on a more local level the selfish levels of private vehicle use makes Cambridgeshire a very frustrating place to live.
458	Please make sure that community centres in Cambridge are easily accessible by public transport. This is not the case for the Meadows Community Centre.
459	Yes stop using a private bus company that is there to make a profit.
460	Surely it would have been better to ask what would get me to use buses. Having established that I do not at present you have not asked why, nor what services I have access to. With respect a pointless survey.

461	maintaining safe routes for cyclists is important! There are also some bus systems that have bike racks on the buses (e.g., Toronto TTC in Canada, some cities in the Netherlands...).
462	Good luck. It is important that we value and use our buses. I very much enjoy travelling by bus; and will be very happy with more frequent and integrated services. Thank you.
463	The bus strategy is too narrow a solution to transport issues in the County - time to think outside the bus box. Don't penalise those city dwellers by imposing the cost of public transport in the County. If people want more buses then they should pay or make the high tech companies who benefit from being in the city, pay to encourage their employees to travel by public transport.
464	<p>I have only just found out about this consultation, on the day it is due to close. Where on earth have you advertised it?! Seems you have not done a very good job on getting the consultation out there. I must already be on your list as I took part in a Focus Group a few years ago, yet you did not contact me directly about the consultation, nor did I see any information about it on Social Media, or advertised on buses that I have used in the last few weeks.</p> <p>Also re your early question re frequency of use: a bit unhelpful to offer options as diverse as "Once a Week" or else "Once a month". In my case, I am an ad hoc user: not as much as once per week, certainly not every week, but nevertheless definitely more than once a month overall.</p>
465	<p>The strategy document and the consultation survey are poor quality with missing information and mismatched text between the strategy and survey. The survey fails to be accessible to many people, with the Bus Strategy Document having poor compatibility, in places, with screen-readers used by people with limited vision. The survey is, thereby, at a risk of not considering all user experiences when further developing the Combined Authority's strategy.</p> <p>There are no references in the Bus Strategy document to disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids' nor other cognitive impairments. This suggests that the needs of a huge swathe of potential bus users have been disregarded. Design for all should make the service easy to understand for everyone.</p> <p>The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.</p> <p>The strategy must be explicit about pursuing bus franchising as the crucial step to improving bus services. (See the Cambridge Area Bus Users explainer: Bus Franchising, Quality Partnerships, and other ways of Improving bus services.)</p> <p>The strategy must go beyond the bus stop and include access to the bus stop by connecting with wider strategies for pavements, pedestrian networks, cycling infrastructure and cycle parking.</p>

	While well-used buses running on fossil fuels are still better than private cars, there must still be a strategy to move to zero emissions which seems to be missing from this document.
466	I'm concerned about environmental impacts of building travel hubs, more guided bus routes, and ploughing through the countryside. I also have concerns about electric buses, their true capability given mileage limitations, hazards from them, and environmental impact of scrapping the existing fleet. I'd like independent information on their viability.
467	There are workable alternatives to congestion charging and relying on buses which do not go when and where people want to go. You can't carry a weeks shopping on a bus. You can't have animals on a bus. You can't carry any heavy or large items relating to either business or leisure. People do not have time to wait/walk for a bus which invariably includes walking to destinations / bus stop at either end of the journey. It simply will not work!
468	Stephensons have done a great job since they took over the number 11 route
469	Stop the CONgestion charge. Stop all the non existent road works. Stop making roads one way for the small minority of people who cycle
470	As an initial strong supporter of the proposed public transport changes I find myself becoming increasing sceptical that they can be delivered. The messaging is weak - each component (buses, cycleways, congestion charge, investment in suburban high streets) of the overall strategy is being publicised separately and unconnected. It is fact that we can't carry on with the same lifestyles getting out of cars and on to buses. Parents need to drop children off at school, go to work, get the shopping, take children to sporting clubs, and run errands, and this can't be achieved on buses without major changes to the commercial, leisure and employment landscape of the city. Our lives are set to to change and this should be made part of the discussion.
471	<p>I'm very disappointed with this initial draft, it feels rushed and weak and lacking in detail.</p> <p>It is missing a "frequency table" that is mentioned on one of the pages.</p> <p>All of the photographs used are uninspiring, especially the front cover with an unimpressive single decker diesel bus in a not particularly inviting environment - compare with the front cover of the National Bus Strategy for example which shows one of the new CPCA/GCP ZEBRA buses, which is far more aspirational and what the "vision" should be trying to demonstrate as the strategy.</p> <p>There is a complete lack of detail about passengers with disability/impairments, as if this hasn't been given any consideration at all.</p> <p>There is also a mention of a range of tickets, but also a mention of simple ticketing. These two aren't seemingly aligned, I'd rather see a simple low cost ticket which MUST be accepted across all operators, including on the Busway, and should also integrate with other modes of public transport.</p>

	<p>Bus stops must be massively improved, they are simply unacceptable at the moment, either lacking the correct information, dirty glazing, unlit, unsafe feeling, cold in cold weather, even lacking hard standing dropped kerbs and crossing points to reach them. This is simply unacceptable and the Strategy doesn't go far enough to ensure this changes.</p>
472	<p>While I appreciate that this is not about specific routes - stop messing about with strategies, which is what you have been doing for years while everything gets worse.</p> <p>The overriding priority should be introducing an express bus service between Peterborough and Cambridge (with only one diversionary stop at Huntingdon bus station). This service should use the A1M,A14 and Huntingdon road to get into Cambridge NOT the guided bus way. It would transform connectivity in the county and would be heavily used for work, education and leisure purposes. It would cause a modal shift to public transport which would benefit other (effectively feeder) bus routes across the county. This one thing would have far more impact improving public transport in the county than all the strategies you have ever put together.</p>
473	<p>The strategy says next to nothing about addressing the needs of disabled people. Disabled people are less likely to have access to a private motor vehicle than the general population, yet often find public transport more difficult, or indeed impossible, to use. The final version of the strategy must include a clear approach to inclusion, encompassing accessibility of vehicles, hubs and stops, staff training and attitudes, and the provision of information for people with particular accessibility needs.</p>
474	<p>It is important to realise that not every journey can be made by bus. If you are too young, too old, too sick, too disabled, have something to carry, etc - then the bus may not work for you.</p> <p>If the bus services improve, and stay consistently improved them (some) more people will use them. I used buses a lot when I was younger and wanted to get from where I lived to the centre of Cambridge. Now that I make different sorts of journeys and rarely visit the centre buses don't often provide the routes I need (although I do still use them occasionally).</p> <p>You must recognise that this is the case for a lot of people and MUST NOT seek to penalise them if they cannot use the bus. Improvements to bus services cannot come by taxing car drivers.</p>

475	<p>The strategy document and the consultation survey are poor quality with missing information and mismatched text between the strategy and survey. The survey fails to be accessible to many people, with the Bus Strategy Document having poor compatibility, in places, with screen-readers used by people with limited vision. The survey is, thereby, at a risk of not considering all user experiences when further developing the Combined Authority's strategy. Albeit a 'text only' version was made available, the pagination was of poor quality, splitting some tabulated information, and there were some images which had not been converted to text.</p> <p>In both versions, there is the phrase "Different types of services will run at frequencies shown in the table below" whilst there is no such table included.</p> <p>The strategy ought to be explicit about pursuing bus franchising as the crucial step to improving bus services.</p> <p>The strategy must go beyond the bus stop and include access to the bus stop (pavements etc) by connecting with wider strategies for pavements, pedestrians' network, cycling infrastructure and cycle parking.</p> <p>The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.</p> <p>There are no references in the Bus Strategy document (whether in more or less acceptable terms) to 'disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids'. This suggests that the needs of a huge swathe of potential bus users have been disregarded.</p> <p>While well-used buses run on fossil fuels are still better than private cars, and there are mentions of 'zero emission electric buses' there must be greater clarity on the strategy to move to zero emissions.</p> <p>There is no vision for the relevance of buses to sustainable residential development. In particular, there appears to be no account taken of the principles espoused in 'BUS SERVICES & NEW RESIDENTIAL DEVELOPMENTS General Highways and Urban Design advice to applicants and Highways Authorities' Stagecoach UK Bus 2017.</p> <p>A number of recent residential developments have failed to engage appropriate bus professionals with development promoters and their client teams early, while design is evolving, and before these matters are "frozen" in the form presented for planning approval.</p> <p>There should be a vision for unimpeded transit of buses through new residential developments, wherever possible, rather than single points of access for buses and time-consuming "spur" working. Specific factors will be the siting of bus stops, the prevention of inconsiderate parking obstructing bus stops and, where streets are intended to accommodate a bus service, they should be tracked for the appropriate vehicle type to operate in both directions.</p> <p>Opportunities have been missed in the development of Cambourne (and, earlier, Bar Hill) whilst the appallingly poor bus provision at Whittle Avenue 0500CCITY552 and 0500CCITY548 along a very recent development adjacent to Addenbrooke's Road in Trumpington shows the need for dedicated officer oversight from the Cambridgeshire and Peterborough Combined Authority.</p>
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Appendix 2: Responses from other avenues





Bus Strategy Team
Cambridgeshire & Peterborough Combined Authority
2nd floor, Pathfinder House,
St Mary's Street,
Huntingdon,
Cambs, PE29 3TN

24th February 2023

Ref: Draft Bus Strategy Consultation

Letter Sent by email to: contact@yourltp.co.uk

Dear Sir/Madam,

Ref: CPRE Cambridgeshire and Peterborough Branch (CPRE) - Response to Draft Bus Strategy Consultation.

We have read the information provided on your website and the associated document Bus Strategy Version 4 and response form. CPRE's comments are as follows.

Bus Strategy Vision

1 CPRE fully supports the bus strategy vision, in particular:

- Ensuring a fully integrated and planned public transport system
- Improving connectivity
- Encouraging travel to be sustainable
- Making bus travel economic, reliable, convenient and comfortable in order to attract people out of their cars
- Making bus travel affordable to everyone, particularly those living in rural communities who are forced to travel for goods, services and healthcare
- Cutting carbon emissions
- Integrated with cycling and walking improvements
- Protecting the environment
- Reducing pollution
- Tackling congestion
- Improving public health

Bus Strategy Aims

2 CPRE strongly agrees with the Key Aims and Objectives expressed under the headings in the Survey document of:

- Convenient
- Attractive
- Easy

To these we would add:

- Safe
- Improved waiting facilities such as weatherproof bus stops
- Convenient bus service interchanges
- Convenient interchanges with rail services

Delivering the Bus Strategy

- 3 CPRE strongly agrees with the four delivery principles expressed in the Strategy. However, we would also add a clearer commitment to increased investment through additional public funding in order to ensure that the strategy is kick-started and then, as usage increases becomes increasingly self-funding from fares.

Prioritising the Strategies

- 4 CPRE firmly believes that equal weight should be given to all of the seven options listed in the Survey. We would like to see bus services return to being the core of local transport both in towns and cities and in rural areas.
- 5 We do not see electric cars as a 'green' transport solution because of the carbon emissions caused during manufacture and the excessive reliance on scarce rare-earth elements and dangerous lithium batteries to enable their motive power. Therefore, we consider that bus services will play a key role in gradually replacing car transport and the need for public investment should be recognised.
- 6 CPRE believes that issues of Climate Change should be the single most important consideration in all aspects of transport planning and operation. The Annual Report to Parliament by the Climate Change Committee has consistently made the point that surface transport is the greatest source of greenhouse gas emissions in the UK. Therefore, all transport planning should:
- a) seek to minimise all forms of travel by discouraging commuting and leisure travel and encouraging use of digital communications,
 - b) where travel is essential, encourage active travel and/or use of public transport,
 - c) provide carbon efficient forms of public transport, particularly light rail and heavy rail on the most heavily used routes.

Integrated Transport Planning – Other Comments

- 7 CPRE considers that CAPCA should continue to engage pro-actively with Network Rail to ensure integration between bus and rail service interchanges and the planning of services in order to minimise transfer times.
- 8 CPRE considers that the rail network around and beyond Cambridge should provide the core of integrated public transport, including Metro services.
- 9 CPRE is however very concerned that despite their statutory obligations, neither CAPCA nor Network Rail have complete joint management and financial control of the development of an integrated transport plan for Cambridgeshire.
- 10 It is totally unacceptable that East-West Rail, EWR, should be operating as a separate entity, planning a railway route designed not to serve passengers but to maximise the breaking up of the countryside to enable development. CPRE supports a 'northern' route for EWR which would; enable it to be fully integrated into the local public transport network as the provider of local metro services, facilitate the re-opening of the Colne Valley line to Haverhill, Sudbury and Colchester and enable the conversion back to rail of the existing Guided Busway, thus saving the County Council millions in annual maintenance costs and the extension of metro services to Huntingdon and Alconbury Weald.
- 11 CPRE is extremely concerned by the activities of the Greater Cambridge Partnership, GCP, in relation to public transport. The GCP activities appear to be completely isolated and have no concept of integration of services or co-operation with other authorities, particularly CAPCA. It is CPRE's understanding that CAPCA has responsibility for bus service planning in the county and the GCP need to be strongly reminded of this. It should be CAPCA which is managing the large sums of public money which the unelected GCP is attempting to spend on schemes which the public do not want and which will not be cost effective.

- 12 CPRE is totally opposed to the three busway proposals of the GCP which are designed to break up the countryside for development rather than to provide cost-effective bus services. CPRE is particularly concerned by the impact of these proposals on the Green Belt and its productive farm land. If every bus takes 40 – 60 cars off the road, what exactly is the need for millions of pounds to be spent on busways when CAPCA are proposing a sustainable alternative?
- 13 It is CPRE's understanding that it is CAPCA which now has planning and financial responsibility for bus service provision across the county and CPRE would like to see CAPCA take firm control of its responsibilities and make its integrated service ambitions very clear indeed to the unelected GCP whose proposals will lead to local authorities facing millions of pounds annually in ongoing maintenance costs.
- 14 CPRE is totally opposed to the GCP proposals for car-parks in the countryside as a means of accessing bus services. This will discourage the provision and use of properly planned and integrated bus services and encourage additional car use.
- 15 In Peterborough, CPRE sees the recent announcement by government to fund improvements to the central railway station as an opportunity to improve rail/bus integration at the station. CPRE would welcome the close engagement of CAPCA with this project.
- 16 CPRE supports CAPCA in its efforts to invest in re-opening rail services to Wisbech and would also welcome this investment being integrated with improved bus services for the rural community around Wisbech. We would prefer investment in this project to further investment in upgrading the A47.
- 17 CPRE would encourage the use of appropriately sized vehicles for rural bus services in areas of lower population density. It is not climate-friendly to run 60-seater double-deck buses through rural villages.
- 18 CPRE would encourage CAPCA to investigate the possible use of "post-bus" services in rural areas as are provided in other regions of the country such as the Lake District and parts of Scotland.

Conclusions:

- CPRE welcomes the Combined Authority' Draft Bus Strategy.
- CPRE would welcome the Combined Authority taking full control of the planning and delivery of public transport in the county. This includes Cambridge City.
- CPRE considers that the most important considerations in public transport planning are the delivery of an integrated plan which provides least climate change effects and an affordable, frequent, safe and comfortable public service.
- The Draft Bus Strategy is compatible with the "Every Village, Every Hour" campaign by CPRE nationally, a copy which Executive Summary report is enclosed. CPRE will willingly assist CAPCA in achieving its bus strategy if it can.

Finally, please note that our submission is in respect of the proposed strategy and based upon available publications. While we have taken every effort to present accurate information for your consideration in our role as a statutory consultee, we are not a decision maker, therefore we cannot accept any responsibility for unintentional errors or omissions and you should satisfy yourselves on any facts before reaching any decisions.

Yours faithfully,

Alan James BSc.Tech., PhD, CITP, CEnv

Chairman

CPRE Cambridgeshire and Peterborough Branch

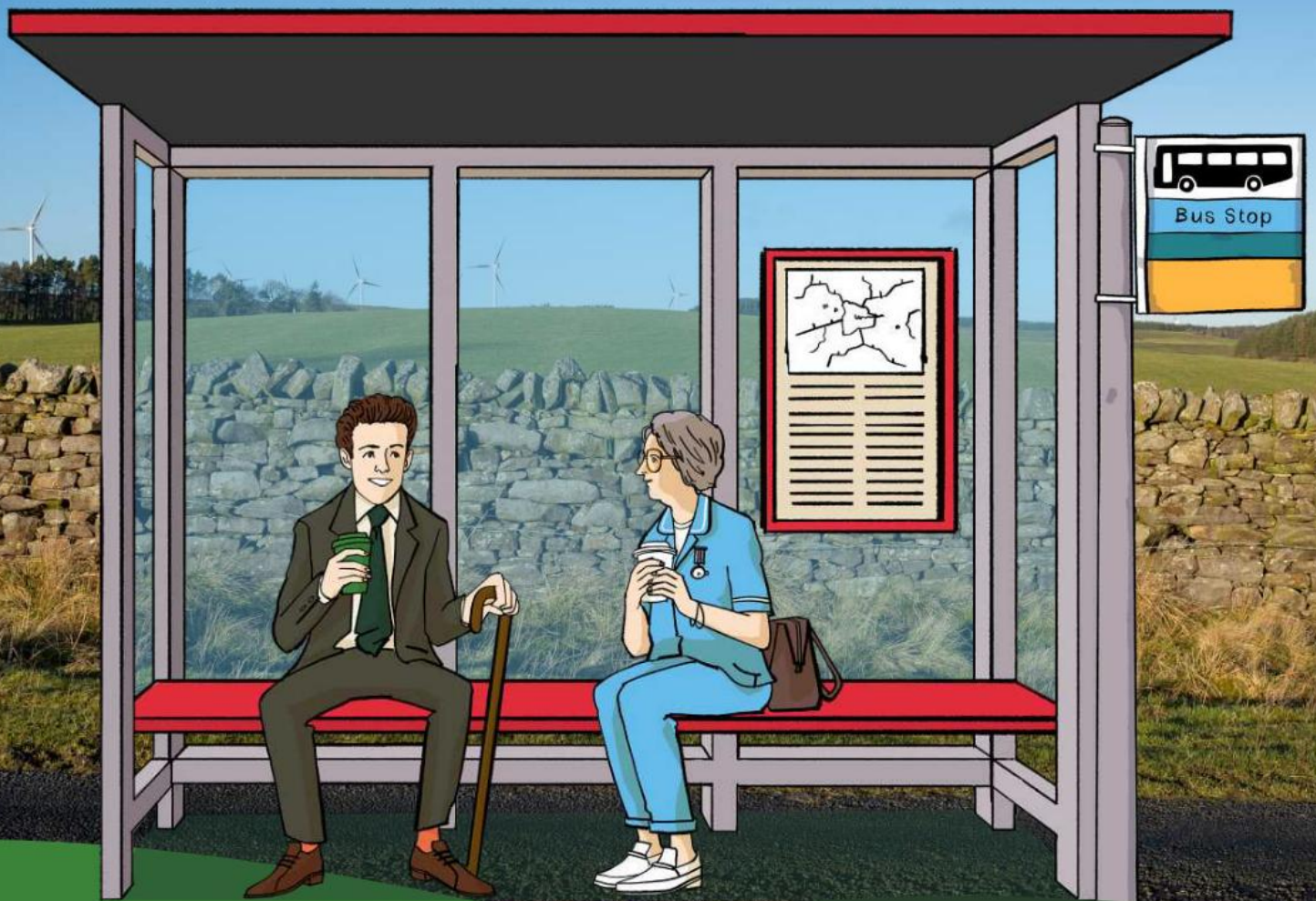
Enc. Every Village, Every Hour – Executive Summary

Every village, every hour

A comprehensive bus network for rural England

Executive summary

March 2021



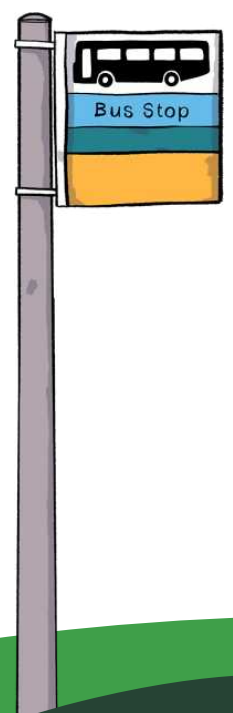
Executive summary

This report builds upon previous research from CPRE, the countryside charity into rural ‘transport deserts’ to set out what a comprehensive bus network for England would look like, with services to every village every hour, and the scale of investment we need to make this vision a reality.

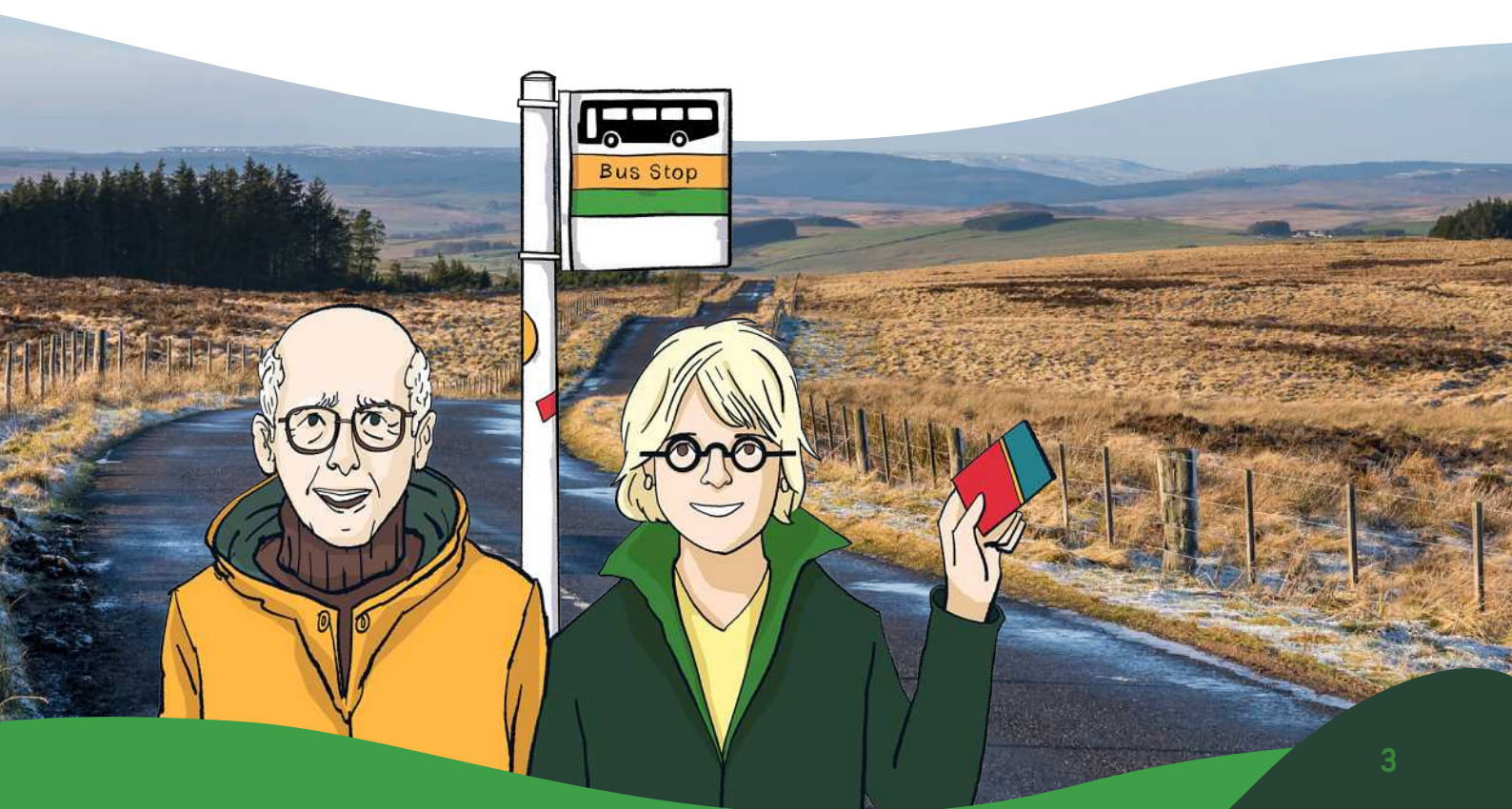
The aim of this report is to show how we can have a bus system that is fit for the climate emergency and that will put an end to the inequality and social exclusion caused by the current car dominance of rural life.

Key findings

- Bus services are essential for allowing us to decarbonise the transport sector by providing an alternative to private car travel.
- Bus services also provide numerous public goods and are essential for the many people across England who do not have access to a car. By providing an alternative to private car travel, local bus services can reduce traffic and air pollution, while boosting high street spending, employment, social mobility and equality. That is why properly funded bus services should be a priority for rural policy in the coming years.
- The inadequate statutory framework for ensuring the provision of bus services for every community, and the cuts to bus funding imposed by the government over the past decade, have left a serious lack of services to meet the needs of rural towns and villages. The impact of the coronavirus pandemic now means that emergency funding should be invested into rural bus services to stop the remaining network from collapsing completely.
- Examples from public transport systems across Switzerland, Austria and Germany show that it is possible to deliver a comprehensive bus network that offers excellent connectivity to rural communities. Despite being considerably less densely populated than every region of England, the region of North Hesse in Germany has a bus system that ensures services reach every village, every hour for at least 12 hours a day, 7 days a week. A similar level of bus services would be transformational for rural England.



- Rural communities in these countries enjoy a far more comprehensive bus network than England because decent public transport is regarded as a basic right, even in remote areas. In Switzerland, minimum service frequency standards for communities of different sizes are enshrined in law. England, too, should recognise a universal basic right to public transport, backed up with guaranteed service frequency standards, and the government should fund local transport authorities to achieve that level of service.
- We also need bus services that are fully publicly funded with regulated contracts and timetabling designed to integrate with rail and other forms of public transport. An integrated approach to network planning, timetabling and ticketing is essential to making public transport in rural areas of England a practicable, convenient and attractive option for residents of rural areas. With regulated services, we can make public transport travel a convenient and competitive alternative to driving a private car, as is essential for tackling the climate emergency.
- Our groundbreaking modelling finds that the government could deliver a bus to every village, every hour across England from 6am to midnight, 7 days per week, for £2.7 billion annually.
- There is a range of options the government could use to make a comprehensive bus network revenue neutral. By redirecting funding currently earmarked for environmentally damaging and unnecessary road building, the government could release enough money to invest in a bus service for every village, every hour.



Recommendations

CPRE is calling on the government to:

1. Continue emergency funding for bus operations, ensuring that the contractual terms are a fit basis for a transformed and fully regulated rural bus system.
2. Recognise a universal basic right to public transport and back it with statutory duties for local transport authorities to provide Swiss-style legal minimum service frequency standards to villages and towns, according to their size.
3. Legislate to establish bus regulation under the 'guiding mind' of local or regional transport authorities in all areas, with the option for local transport authorities to contract services or to provide them directly so as to reinvest the shareholder dividend savings.
4. Establish revenue funding at national level in the order of £2.7 bn per year to enable an 'every village, every hour' bus network.
5. Redirect funding from current road building schemes to fund the 'every village, every hour' network. Review the range of fundraising powers deployed by local transport authorities in other countries and assess the best ways to enable England's transport authorities to access similar powers.
6. Ensure that the transformed rural public transport network is affordable or free, to put an end to rural transport poverty and to provide an alternative to car use sufficiently attractive to address the climate emergency.
7. Investigate how England, including all of rural England, could move to a Swiss-style single national public transport timetable, aligning all trains and buses on a 'pulse' model of repeated hourly services.



View the full report

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transport for quality of life

Foundation for
Integrated Transport


 CPRE

The
countryside
charity

Date: 24 February 2023
Contact: Stacey Miller
Email: stacey.miller@cambridgeshire.gov.uk

Transport Strategy and Funding
Transport Strategy and Network Management
New Shire Hall
Alconbury Weald

Tim Bellamy
Interim Head of Transport
Cambridgeshire and Peterborough Combined Authority

Dear Tim

Consultation on the Cambridgeshire and Peterborough Combined Authority Bus Strategy

Cambridgeshire County Council is supportive of the Cambridgeshire and Peterborough Combined Authority's Bus Strategy, and the vision and objectives set out within it to improve services in the area. The issues that the strategy seeks to address are critical and cross-cutting, and the role of bus travel in addressing them is clearly demonstrated. Similarly, the problems, limitations and constraints of current bus provision are also understood, including the pressures being felt by the bus industry following the COVID-19 pandemic.

The bus strategy is a key document in setting out how at a strategic level the Combined Authority is planning to address these issues. The county council wishes to highlight:

- The importance of the conversation around bus franchising and of how bus services are commissioned in future. If we are to achieve the vision and objectives of the bus strategy, changes to the way that the bus network is delivered and managed are needed.
- The importance of the Bus Service Improvement Plan (BSIP), addressing how the bus strategy will be achieved, and as a potential mechanism for drawing in central government funding to support and develop the bus network in Cambridgeshire.
- The critical need for funding to deliver the strategy and BSIP, and even to maintain the network at current service levels.
- The importance of joined up approaches to the planning of services, infrastructure provision and other measures to support, enhance and prioritise bus travel in Cambridgeshire and Peterborough across local government in the area.

Cambridgeshire County Council will continue to work with the Combined Authority and our other local authority partners to address these issues. Finally, more detailed commentary on the strategy is appended to this letter.

Yours sincerely

David Allatt
Assistant Director Transport Strategy and Network Management

Cambridgeshire County Council detailed comments in response to the consultation on the Cambridgeshire and Peterborough Combined Authority Bus Strategy

Cambridgeshire County Council supports the Cambridgeshire and Peterborough Combined Authority's (CPCA) Bus Strategy, a child strategy of the Draft Cambridgeshire and Peterborough Local Transport and Connectivity Plan (LTCP).

The Vision and Aims of the Strategy, if delivered, will enable travel by bus to become an attractive and viable travel option to many people who live and work in Cambridgeshire. The slow decline in bus service provision in recent decades has had a significant negative impact on the travel choices for many people across Cambridgeshire, with rural areas being particularly impacted by bus service withdrawals over many years. People living in these areas are therefore more dependent on travel by private car which has wider negative impacts on the environment and people's health and wellbeing. Also, with 16.9% of Cambridgeshire households without a car or van (Census 2021), it is important that alternative sustainable modes of travel are available across the county to give equal opportunities and quality of life to all residents. The Bus Strategy is an important step in achieving improvements to bus travel in the region.

The Council welcomes the Bus Strategy and notes together with Cambridgeshire's Active Travel Strategy and area-based transport strategies, draft child strategies of the LTCP, will help achieve the Independent Commission on Climate's recommended reduction in car miles driven by 15% by 2030. The Council supports the links between active travel modes and bus service improvements being included in the Strategy, in particular under '*Aims – Easy: Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train)*'. This will be essential to enable door-to-door sustainable journeys, particularly for the first and last mile of people's journeys and will be important to provide quality integrated connections at transport hubs, including bus stops and stations. As stated in Policy AT11 in Cambridgeshire's Active Travel Strategy, we would recommend including secure cycle parking at such interchanges. The Council suggests integration with other sustainable modes of travel could be expanded upon on page 12 under 'Integration'. The need for better connections between active travel and public transport was a common comment made by respondents to the recent consultation on the draft Cambridgeshire Active Travel Strategy.

Accessibility to services was identified as a priority issue to be addressed in the draft Fenland Transport Strategy, and bus service improvements will have a significant positive impact on people's access to key services across all of Cambridgeshire. Therefore, reference to other child documents such as Cambridgeshire's Active Travel Strategy and the draft area-based transport strategies would enhance the important linkages between the child strategies and localised issues.

The Council supports the seven elements identified to deliver the Strategy and welcomes solutions to known barriers to uptake such as poor frequency of services, lack of evening and weekend services, as well as disjointed ticketing systems. However, the Council also notes that significant funding would be required to deliver the ambitious vision and aims of the Strategy as stated on page 9.

The Council welcomes continued partnership working with CPCA as stated under '3. Partnership: *It will be important for all local authorities to work together, as each has the ability*

to help realise the strategy in different ways, including the management of highways and local parking policies and management.'

As the Local Highway Authority, the Council is responsible for the management of highways and will work with CPCA on measures to improve bus priority to support the delivery of the Bus Strategy and will work with the CPCA on securing funding to deliver such measures. The Council notes the four main principles to deliver the Strategy and would welcome continued collaborative working to secure funding for improved bus service provision as well as for the infrastructure improvements required, as identified in the LTCP and emerging action plans for each area-based transport strategy. Partnership working with Local Planning Authorities and town/parish councils will also be key to ensuring suitable infrastructure is secured through the planning process, and responsibility for maintenance is considered in the early stages of developer negotiations, for example, for bus stop infrastructure.

The Council notes the aim for '*a new, modern fleet of net zero emission buses*' included within the final section 'Bus Strategy – Buses that people want to get on'. This aim, alongside the wider themes in the Bus Strategy, would support the delivery of Cambridgeshire's Climate Change and Environment Strategy 2022 and action plan. The Council suggests this important part of achieving net zero carbon targets could be included within the 'Introduction' section of the Strategy expanding on paragraph three which focuses on mode shift. If the delivery of the Bus Strategy is successful, an increased fleet on our roads would mean the use of alternative fuels will be an essential part in achieving decarbonisation of transport and to achieve wider benefits to the health of Cambridgeshire residents and our environment.

The Cambridgeshire and Peterborough Combined Authority Bus Strategy Consultation - a response from the Cambridge and South Cambridgeshire Green Party

Overarching points

The Cambridge & South Cambridge Green Party (CSCGP) welcomes the opportunity to respond to this important Bus Strategy published by the Cambridgeshire & Peterborough Combined Authority (CPCA).

- **Relationship with other plans and strategies**

We understand this consultation to relate solely to the Bus Strategy, which is a set of overarching principles that would be used to plan and deliver improved bus services across the region. It is stated in the document that details of delivery and funding are in the Bus Service Improvement Plan (BSIP), which was prepared earlier, in 2021¹. It is not entirely clear to us how these two documents will relate to each other in practice (since usually the details of a plan would flow from the overarching strategy, not the other way around). We would suggest that in future iterations of this plan, the strategy and the operational details be presented and considered together.

This strategy should include a report on performance to date against the goals set out in the BSIP, as well as, critically, **setting out how progress will be monitored and reported going forward**.

The other key document in play is the Greater Cambridge Partnership's proposal for a Sustainable Travel Zone (STZ). This is acknowledged at several points at the document but again it is far from clear how the two things fit together. To what extent does delivery of the Bus Strategy depend upon the outcome of the STZ proposals? Are the Combined Authority and Greater Cambridge Partnership working to the same set of aims and objectives? Does one answer to the other or are they working independently in parallel? The STZ consultation had extremely high public engagement and is proving highly controversial, with the lack of detail about bus improvements contained in the plan one of the key criticisms. Most residents will not understand why they are now being asked their views on an apparently entirely separate consultation about bus provision.

- **Vision and aims**

The vision and aims expressed are laudable and invite support. Few would argue with the proposal to aim for a bus service that is "convenient, attractive and easy to use, part of a fully integrated and planned transport system, reliable, value for money and representing a total

¹ <https://cambridgeshirepeterborough-ca.gov.uk/wp-content/uploads/documents/transport/buses/Bus-Reform-Mayoral-Task-Force/CPCA-BSIP-Final-291021.pdf>

transformation of bus travel”. They are however generally high level and vague – the devil will be in the detail of how they are delivered.

CSCGP views the need for an improved regional bus service delivering equitable and fair benefits to all as a **social justice** priority. The bus service offered should ensure that everyone can use the buses even in the most remote areas as well as in the high-use urban centres. We would add that the staff delivering the service need to be supported on secure contracts from employers who value their welfare. As well as being socially just, this should improve staff recruitment and retention – currently a significant issue causing a drop in reliability on many bus routes. Such staff are also more likely to provide the attractive easy-to-use service that is desired.

An improved bus service is also clearly an **environmental** priority. The regional climate targets proposed by the independent commission, with doubling of bus passenger numbers and a 15% reduction in car mileage by 2030, must be achieved as a minimum. We are concerned to note that the strategy documents contain mixed references to 2030 or 2050 targets, low emission or zero emission vehicles. We would only support strong environmental and climate targets, zero emission across the fleet (as stated in BSIP) and a deadline of 2030 not 2050. Optimising bus journey efficiency, and hence reducing emissions, through the use of dedicated priority measures such as bus gates / modal filters are initiatives that we strongly support.

- **Operational model**

Vital for the delivery of this strategy will be the operational model chosen. We support the intention to explore franchising as the preferred model and would welcome a detailed plan. We emphasise that, whatever model is adopted, it is important that the time required to put it in place does not delay significantly the implementation of the bus strategy. Given that this regional bus service will have to be integrated with the GCP Connecting Cambridge initiative both need to proceed together. The GCP timeline starts from 2023, and any major delays in the regional bus strategy would therefore make it very difficult to deliver the integration required.

We believe that successful delivery will require under all circumstances:

- i) A version of franchising or a ‘strong’ partnership approach
- ii) road space reallocation

- **Integration with other forms of transport**

This bus strategy does not state clearly how the service would be integrated with other forms of public transport in the region. More details on bus rail link-ups, on how any planned rail expansion might be incorporated into the network, would be helpful. The strategy is predicated on the bus as the only backbone to the public transport network. Have other forms of public transport such as very light rail (VLR) have been considered at any point?

- **The needs of users with disabilities.**

We call for specific text to be added in the vision and aims relating to the needs of disabled passengers and how these will be met.

Responses to survey questions

We support many of the responses proposed by the Cambridge Sustainable Travel Alliance, and have added comments from our own review of the consultation documents. Where relevant, we include notes relating to the more detailed BSIP document.

We also include appendices will cover more detail on the Franchising model, the alternatives, and some comparative information from Oxfordshire and from the Netherlands.

Section 3: Bus Strategy Vision

Response: We **agree** with this vision.

Notes:

We note that the BSIP has a subtly different approach:

Bus Strategy: "The vision is for a comprehensive network of bus services across Cambridgeshire and Peterborough that people find convenient, easy to use, reliable and good value for money, that is inclusive and offers a viable alternative to the car."

Bus Service Improvement Plan: "Everyone should have the opportunity to travel; their chances in life should not be constrained by the lack of travel facilities open to them"

We question why these two documents have different Visions given that they are supposed to be elements of the same plan. We tend to prefer the BSIP version as its overall intention is directed at how transport can affect people's lives rather than the provision of an effective transport system.

We suggest the target of doubling bus passengers by 2030 based on 2019/20 levels is unambitious, given the impacts of the pandemic and service cuts on the baseline year. We note that targets require a reduction in car miles of 15% by that date and wonder whether a doubling of passenger numbers is sufficient to support this (the 15% target is itself unambitious, compared to for example 25% in Oxfordshire (see Appendix).

The aspiration of "Buses are part of a fully integrated and planned transport system" should explicitly mention cycling and walking including safe routes to bus stops and secure, accessible cycle parking, mobility vehicles, and other electric vehicles such as scooters.

Section 4: Bus Strategy Aims

Response: we **agree** with the aims.

Notes:

While we support the aims as set out, we strongly criticise the absence of explicit targets against which progress can be evaluated. We note that the BSIP document does contain

quantified targets for the objectives of reliability, journey time, passenger growth and passenger satisfaction. We suggest that these targets should form part of the Bus Strategy, or the links between the two documents made much clearer.

Convenient:

1. Page 12 of the strategy document refers to a table about frequency which is not present in the document. Without this inclusion we cannot express support for any frequency. 'Frequent' will inevitably mean different things on different services.
2. There needs to be a rationale for 'range of tickets'. Having a 'range' should not be prioritised over simple ticketing that can be easily understood by all users.
3. There must be a clear definition of 'evening'. It is essential that buses are available for hospitality and shift workers. Service hours must be specifically stated.
4. Rural routes should meet or exceed the aspirations of the Campaign to Protect Rural England's 'Every village, every hour' campaign. 'On demand' services can contribute to this target.
5. There should be a 'no stranded passengers' aim including avoiding overlong journeys owing to delays and missed connections.
6. The strategy states that "all areas are well served by bus". Once again, this is a vague aim that is open to interpretation. A clear definition of "well served" must be provided.

Attractive:

The aims the Combined Authority has stated here are by and large sensible. We believe the core elements for an attractive bus service are:

1. Reliable, times and places
2. Staff are customer focussed
3. Buses are of a good and comfortable standard
4. little crowding, i.e. expansion and contraction of capacity by demand

Traffic congestion (as well as being one of the problems which improved bus services will help solve) is a key challenge to delivering reliable and frequent bus services. The strategy states that "wherever possible, measures will be put in place to prioritise road space for buses, or provide new dedicated infrastructure for buses to use, so they can travel unhindered and quickly, ensuring punctual services that people can rely on." CSCGP urges that bus prioritisation should be in line with the 'hierarchy of road users' – a concept that places those road users most at risk in the event of a collision at the top of the hierarchy. Bus priority must not be at the expense of active travel. The Greater Cambridge Partnership is pushing forward a number of new busways as part of its transport strategy. New busways are expensive, highly environmentally destructive (in terms of use of raw materials such as concrete, and also land take) and we believe should only be preferred where they provide clear advantages over modifying the existing road network. We do not believe this to be the case for the Cambridge busways (see for example the alternative to the Cambourne busway put forward by Smarter Cambridge Transport²).

² <https://www.smartertransport.uk/cambourne-to-cambridge/>

Easy:

1. The strategy should view the concept of 'easy' from the perspective of a visitor to Cambridgeshire with no prior experience of our bus service. Would a visitor find it easy to find out how to use our buses, where and when our buses travel, and how ticketing works? The bus service must also be 'easy' for all passengers, including those with disabilities, those travelling with children, etc.
2. The point "Buses run at regular time intervals and with consistent frequencies," is crucial – people must be able to rely on the bus departing and arriving on time (with real time information if things go wrong.)
3. The point "Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train)" should elaborate on what the transfer experience should be like. For example - transfer safely, easily and affordably. It should also elaborate on the impact that ticketing systems will have on transfers. There should be shared ticketing so that new tickets are not required when transferring across operators and transport modes.
4. This section should also include the aim of simplicity. Passengers should be certain that they have the best/most suitable ticket and route without the complex comparison of options which is currently required.

We would add the following specific points:

- There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. All stops should be connected to a footway which is suitable for use by passengers using wheelchairs or other mobility aids.
- All stops should display printed timetable and key fare information and a location-named bus stop flag with the phrase 'Towards [key destination(s)]'.
- Wherever possible a shelter, with seating, lighting, and timetable and real-time bus information should be provided.
- Key edge-of-town and edge-of-village locations should be developed as 'travel hubs' with secure cycle-parking facilities and interchange facilities with demand-responsive transport.
- Reliable bus services that users can trust.

Section 5: Delivering the bus strategy

Response: we **agree** with the principles.

Notes: Again, although positive as far as they go the 4 "main principles" are very vague and have no claim to being comprehensive, or subject to performance evaluation.

Continuous cycle of passenger growth and service improvement

This is intuitively appealing but we would like to see a more evidenced case for why and how it will work in practice.

Will the approach set in the BSIP document, where the share of risk for lower growth rates will be shared between the service provider and the council (thereby providing a measure of security to the new service provision and attendant) still apply?

Mode of provision

This point is very important but seems to be deliberately left vague. The Strategy document indicates that franchising is the Combined Authority's preferred model. The BSIP document mentions a "franchising assessment process" – has this now been completed, and if so, where can the results be viewed? Do the assumptions adopted for the 2021 Outline Business Case Assessment (paragraph 1.19 of the BSIP document) still apply to the current proposals?

We agree that the current 'Enhanced Partnership' approach is not delivering the best service for the region. It is clear that a visible change in how bus services are controlled is necessary to restore public confidence in some of our bus services. We welcome the Combined Authority's intention to explore bus franchising and would like to see a detailed proposal on franchising, including a statement of how control and management will be exercised before any franchising arrangements can be set up. It is critical that improvements to the bus network are not delayed because of the complexities of setting up franchising.

Partnership

We feel that a key theme missing from the strategy is staffing. This strategy must be clear about how bus driver recruitment and retention will be improved. There should be more information about better conditions, pay, career progression and flexible working hours for bus drivers. CSCGP believes that the strategic aims, objectives and aspirations must include putting the wellbeing of the staff running the fleet as a top priority. This means taking care of all those involved: drivers, cleaning staff, maintenance staff and customer service staff. Value these people and the bus system will not only provide a fair and just means of making a living, setting a standard for the private sector, but also massively increases the likelihood of it being an efficient and high quality service satisfying many of the aims and objectives already set out in the strategy. In addition, we feel proper investment in the staff who run the bus system would tackle some of the challenges outlined such as variable standards of service and the wish for a more reliable bus service.

To this end we propose some specific measures:

- **No zero-hours contracts.** Any bid for the franchising of this bus service must forbid any zero hours contracts. The government sets out the guidance for zero-hours contract employers³ and it is clear to us from reading this that employees providing a

³ <https://www.gov.uk/government/publications/zero-hours-contracts-guidance-for-employers/zero-hours-contracts-guidance-for-employers>

bus service should not come under this type of contract. We feel operations of a bus should not be run like a temporary employment agency which results in job insecurity, lack of sick pay and pension for the individual and high staff turnover, less reliability, consistency, less investment in organisational values for the organisation, and predominantly for the customer of the service, in this case: the passengers using the bus. It is unjust that a profitable company such as Stagecoach (£17.6 million for 2022) sidesteps its duty to provide a stable and secure living for those running its fleet in favour of money-saving quick fixes. This is the UK's biggest bus operator who employ 23,000 people in England, Scotland and Wales and have been running buses since 1980⁴. Therefore, we request that any franchising bidding process must set out the types of contracts offered: permanent ones that include sick benefits and a pension plan. We would like to see additional detail on how secure employment can be provided on the proposed 'on demand' bus services.

- **Living Wage.** The real Living Wage should be paid to those working to deliver this valuable public service, and this must be a condition of a franchising contract. The real Living Wage is currently £10.90 an hour compared to the government's 'national living wage' which is £9.50. The latter is not calculated according to what employees and their families need to live, rather it is based on a target to reach 66% of median earnings by 2024⁵.

Integration

We agree with the principles set out here but greater detail is needed. . More details on bus rail link-ups, on how any planned rail expansion might be incorporated into the network, would be helpful. Also whether other forms of public transport such as very light rail (VLR) have been considered for any part of the network, following the encouraging examples of cities such as Coventry⁶.

Section 6: Strategies

Answer: clearly these strategies are interdependent and all are needed to deliver the aims of the strategy, but in this context we would rank them as follows:

1. Getting to places quickly and on time
2. Value for money and simple ticketing
3. Bus services for rural areas
4. Bus services people want to get on
5. Information and getting the message out
6. Integrated coherent network
7. Delighting customers.

⁴ <https://www.stagecoachgroup.com/who-we-are.aspx>

⁵ <https://www.livingwage.org.uk>

⁶ <https://www.coventry.gov.uk/verylightrail>

Notes:

- Bus information (fares, timetables, places served and stop locations) is currently very poor. 'Information and getting the message out' will be a quick, easy and cheap improvement.
- People unable to drive, or otherwise without a car, in rural areas, are cut off from employment, educational, cultural and social opportunities.
- There is currently a confusing range of tickets, mainly valid only on one operator's services, whilst queries to the driver about 'best value' delay boarding and lengthen journey times. They also discourage bus travel.
- Major operators' maps don't show other operators' services. There should be clear journey planning information with multi-operator ticketing and recognised interchange points.
- Getting to places quickly and on time seems dependent upon the points above.
- 'Bus services that people want to get on' are dependent upon the factors above, i.e. it is a meaningless in and of itself
- 'Delighting customers' is an outcome if all the strategies above are effective. There is an unanswered question as to who is 'delighted' – not all passengers have the same requirements or expectations. It would be informative to explore whether there are real world examples of 'delightful buses' already in existence.

Conclusion

The Cambridge and South Cambridgeshire Green Party have some summarising comments to make on this consultation by the Cambridge and Peterborough Combined Authority. Firstly, its relationship to the recent highly politically-engaging and controversial Greater Cambridge Partnership's Making Connections Consultation needs to be stated as the lack of clarity about why there are two separate consultations on buses running closely together is disorientating.

Further, the CSCGP feel this strategy is a starting point but there needs to be much more shape and structure given to it to make it a proper checking point for future use. The CSCGP hold that it needs to be much more prescriptive and ambitious in terms of social justice and environmental goals, particularly concerning the overarching goal of carbon neutral – is it 2030 or 2050? It is stressed that a goal of 2050 is simply too late for the planet.

Implementation of franchising also needs to be tackled promptly and vigorously as this could take an excessive amount of time when there is a great amount of urgency to provide sustainable transport in our region. Social justice must be at the forefront of a franchising bid taking care of the livelihoods of those who run the bus service and also providing fairly for those who are expected to use the bus service, particularly the needs of disabled passengers.

Appendices

A detailed breakdown of implementation of a bus franchise

*How will bus franchises be implemented?*⁷

When a MCA (or other authority which has been afforded the applicable powers) wishes to implement a franchising scheme, it must complete a detailed assessment and submit this to the DfT for approval. This is a detailed process and includes similar elements to the test described above. Below are all of the elements to this second assessment:

Developing a compelling case for change – the authority should:

1. describe their overall aims and how bus services play into these
2. provide current and predicted information about performance of local services
3. explain why the geography of the area is appropriate for a franchise model; and
4. detail what issues passengers are currently facing.
5. Setting objectives – the authority needs to set clear objectives for its proposed bus franchise which are "specific, measureable, achievable, realistic and time-bound." [2] There should also be specific objectives relating to the affordability of the scheme and how it represents value for money
6. Options generation and refinement – the authority should engage with bus operators in the area to explore whether a franchise agreement is really the best solution, or if there is a realistic proposition to implement other ideas instead (such as partnerships with current operators or a new ticketing method)
7. Detailed assessment of options – all shortlisted options should then be assessed based on the following criteria:
8. strategic case (how will each option achieve policy objectives?)
9. economic case (what value for money will each option provide?)
10. financial case (how much will each option cost to create and maintain?)
11. commercial case (how will each option be procured and contracted?); and
12. management case (how will each option be delivered and managed?).
13. Auditor's assurance report – once the business case has been compiled, an independent auditor with professional accountancy qualifications must be hired to form an independent opinion that the information gathered by the authority meets the required standard for review by the DfT
14. Consultation – finally, the authority must consult more widely on its proposals to ensure that local passengers, businesses and transport providers are able to comment on each of the options available.

Only when all of the above steps have been successfully completed can the authority submit its case to the DfT for a bus franchise to be implemented in their area. The DfT will then have the final say in deciding if a region is to be allowed to (1) exercise the powers under the Act and (2) implement a bus franchise system.

⁷ Taken from <https://www.lexology.com/library/detail.aspx?g=7d45c03a-95e3-46fc-b323-2ddb7f24efa2>, David Rewcastle and Richard Collins

Alternatives to bus franchises

The process of creating a business case to propose a new bus franchise in any given area is one that would take a significant amount of time and money for an authority to invest in. Despite this, there have been recent examples of major UK cities making public steps towards the franchising model.

One of the most prominent has been Manchester, where former Chancellor and current Mayor Andy Burnham is a vocal supporter of change to the current local bus network which he describes as "confusing [and] overpriced." The city will be holding a public consultation on the issue later in 2018, and other areas such as Leeds and Middlesbrough appear to be following suit. Leaders in these areas are pushing for an updated system which allows for a more consistent bus service offering in their area, and franchising would be one way in which they can achieve this.

A suggested alternative is a "partnership approach" – something which the Act provides further guidance on. In short, there are now two different forms of partnership that can be created between a local authority and a bus service operator:

1. an Advanced Quality Partnership Scheme - an attempt to upgrade the provisions of the Transport Act 2000 which introduced the Quality Partnership Scheme (the model which many UK bus services currently follow); and
2. an Enhanced Partnership - a more formalised agreement between a local authority and local bus operators which allows the local authority to dictate terms to some degree. However, on key points, these terms must be agreed with the authority by a majority of bus operators who are active in their catchment area.

It is expected that many current Quality Partnership Schemes will transition to an Advanced Quality Partnership Scheme in the future, with the Enhanced Partnership seen as a form of "halfway house" between the current system and a full franchise model.'

Oxford BSIP⁸

The comparison between the BSIP of that of Oxfordshire and that of Cambridge illustrates quite a different approach

BSIP objective EP approach

Significant and detailed emphasis on the quick and timely deployment of funds already held by the Council for improvement of the bus stop estate

BSIP objective EP approach

1. Keeping buses at the heart of decision-making

- Embed Council commitment and the corporate priority to
- 'invest in public transport to significantly reduce reliance on car journeys'
- Governance of EP via the Enhanced Partnership Board

⁸ <https://www.oxfordshire.gov.uk/sites/default/files/file/roads-and-transport-policies-and-plans/OxfordshireEnhancedPlan.pdf>

- informs decision making, e.g. via the County/City Council Joint
- Member Group
- The Local Transport & Connectivity Plan Mode Hierarchy is applied to reflect the priority given to bus and ensure that positive decisions are made to promote and support bus travel and improve integration with other modes

2. Making buses

- faster and more
- reliable
- Achieve a 10% improvement in bus productivity in Oxford city
- Implement bus priority measures at key locations including Oxford city centre
- Improved management of roadworks, including appointment of a bus champion
- Implement signal detection technology improvements

3 Upgrading bus

- infrastructure
- Identification and improvement of the bus stop estate, with defined standards
- Development of the mobility hub concept in rural areas and areas associated with growth
- Improvement to Real Time Information provision

4.Improving the

- image of buses
- Developing a consistent/single brand for the Smartzone area
- services, including livery
- Consideration of measures to assist boarding/alighting on
- certain busy routes
- Roll out of audio-visual systems, Wi-Fi and device charging on
- new vehicles
- Ensuring buses are promoted by the County Council and
- partners through existing and new channels

5.Making buses

- easier to access and understand
- Development of an improved bus network, with greater hours of operation and coverage
- Improvement of cross-boundary bus links
- Modernisation and improvement of multi-operator ticketing systems
- Simplification of bus ticket range, including extension of youth fares
- Behavioural change initiatives with employers
- Enhanced publicity and customer information
- Development of a customer charter

Some targets:

- replacing or removing 1 in 4 current private car trips by 2030;
 - delivery of a zero-carbon transport network by 2040, alongside
- replacement or reduction of 1 in 3 current private car trips; and
 - delivery of a transport network which contributes to a climate positive
- future by 2050.

The above are more ambitious targets than those of Cambridgeshire.

The issues for ranking in consultations are different to those offered for review in Cambridgeshire.

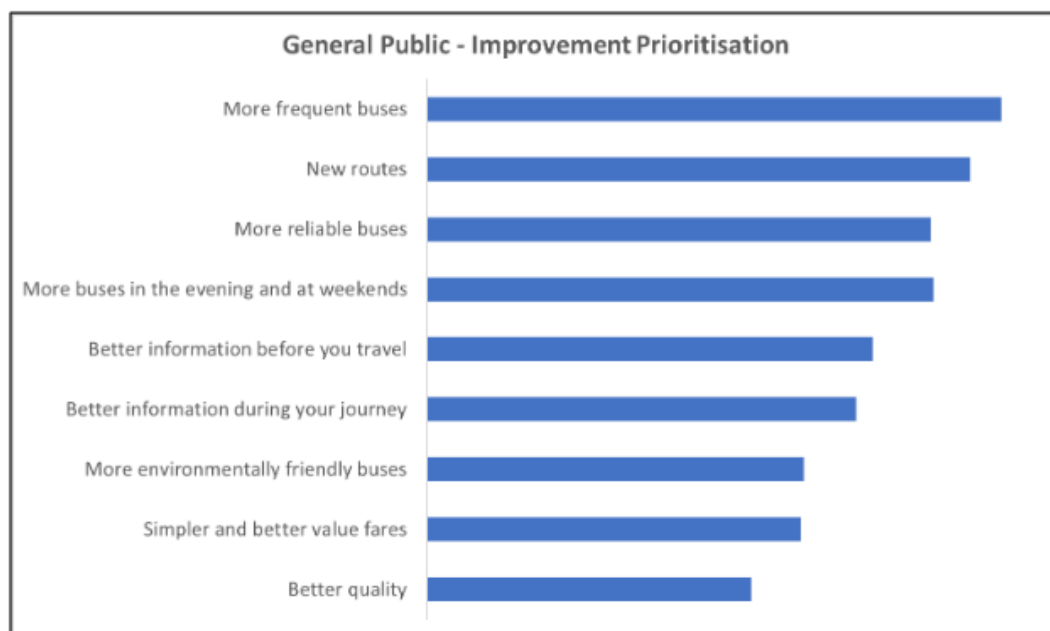


Figure 4 - Preferences of the general public

There is also a specific role for a citizens assembly in contributing to the policy.

A timeline

Table 7 - Impact of Central Oxford measures on buses in Oxford

		Increases bus productivity & use by....		
Measure	Implementation date	Improving bus journey times & reliability	Managing demand for car travel	Generating funding for bus service improvements
Trial traffic filters	December 2023			
Permanent traffic filters (subject to successful trial)	2025			
Zero emission zone	2025			
Workplace parking levy	2025			
A40 bus lane and new Transport Hub	2023			
A44 and Woodstock Road bus lanes	2023 - 2024			
Bus priority at traffic signals	2023 – 2025			
Controlled parking zones	2022 – 2025			
Removal of on-street parking	2022 – 2025			
Improved network co-ordination	2025			

Measures that are to be funded through the Bus Service Improvement Plan and Zero Emission Bus Regional Area (ZEBRA)

Scheme Name	Details	Location	Timescale for delivery
Connecting Oxfordshire and Zero Emission Bus Regional Area (ZEBRA)	<p>Delivery of up to 159 electric buses, as well as ancillary upgrades to depots, for both Stagecoach and Go-Ahead (Oxford Bus Company). These buses would primarily operate within Oxford</p> <p><i>Note: achieving this measure is dependent upon the delivery of works to improve bus journey times by 10% in Oxford SmartZone by Oxfordshire County Council, as outlined in Annex B.</i></p>	Initial consultation identified the potential locations of traffic filters being on Thames Street, Hythe Bridge Street, St Clements, St Cross Road, and Hollow Way. The precise locations of the filters will be determined once the public consultation exercise has been completed.	<p>Vehicle tender award and orders placed: by January 2023</p> <p>Depot works: From 1 April 2023 until 31 August 2023</p> <p>Vehicle delivery: From 31 August 2023 until 29 February 2024</p> <p><i>All timescales are subject to detailed feasibility work and consultation</i></p>

Clear bus replacement targets

Draft Response to CPCA Bus Strategy

Bottisham Parish Council submits its response to the Cambridgeshire and Peterborough Combined Authority (CPCA) Bus Strategy, dated November 2022, as follows:

Background, current situation in Bottisham regarding bus services, and current Bus Strategy

The large and vibrant village of Bottisham, in East Cambridgeshire but only 4 miles from Cambridge City's boundary and 6 miles from the centre of Cambridge, was negatively impacted from October 2022 by the failure of the CPCA's existing Bus Strategy. This failure was evidenced by the withdrawal, with very little publicised notice, of all our existing bus services – two once-per-hour Monday-to-Saturday bus routes and - at the time of the announcement of the withdrawal - no assurance that these bus routes would have any replacements that served Bottisham.

We note that the purpose of the Bus Strategy is not to examine detailed, granular issues around specific routes and services. However, it is Bottisham Parish Council's contention that the issues around the withdrawal of specific bus routes and services in our village in October 2022 (and in other Cambridgeshire and Peterborough communities affected by Stagecoach's programme of withdrawals at that time), and the issues around replacement bus services, reflect a **failure of the CPCA's existing Bus Strategy**.

Mention of them is therefore key to a discussion of this new Bus Strategy, and **we are very keen that the new Bus Strategy avoids the failings of the old (existing) Strategy**.

We believe that CPCA's existing practises and policies fail to deliver what CPCA aspires to in the 'Vision for Buses' and in the foundational elements of the new Bus Strategy in four key areas: 1) Partnership; 2) Information and getting the message out, 3) An integrated, coherent network linking people to the places they want to get to, and 4) Value for money and simple, integrated ticketing.

We discuss these below:

1) The October 2022 bus changes demonstrate a lack of effective Partnership

We know that a 'Greater Cambridgeshire Bus Operators 'Forum' was set up in 2021 but to us the fact that there was only a short time between CPCA apparently being made aware of the forthcoming Stagecoach bus service withdrawals in October 2022 and them then taking effect demonstrates the lack of real partnership working between CPCA and the bus operators.

Another instance of the lack of practical partnership is the difference between a) the published timetable timings and actual stop patterns of Bottisham's current bus service 12 post-October 2022 and b) what appears under the detailed Traveline timetables for this route, which we understand is input by CPCA. (This is important because accurate source data on scheduled timetables in Traveline is essential for enabling computer-based journey planners - used by travellers - to work properly).

We note that England's National Bus Strategy 'Bus Back Better' includes strong encouragement from central Government for authorities to adopt close partnership working with bus operators, with a move towards adopting formal 'Enhanced Partnerships'.

2) The October 2022 bus changes demonstrate the lack of a CPCA Public Transport Information Strategy

Since October 2022 the roadside publicity for the bus service which, we understand, is ultimately the responsibility of the CPCA as the Local Authority responsible for overseeing Public Transport, has been, and continues to be, atrocious. This projects a poor image which acts strongly against the concept of the bus service being an attractive proposition for most Bottisham residents, and thereby runs counter to the CPCA's stated policy objectives in its new Bus Strategy.

We are not aware of any published and adopted CPCA Public Transport Information Strategy. In particular, we have been unable to find published policies on the following:

- Which organisations provide at-stop timetables
- Which organisations provide the bus stop flag, and
- Which organisations maintain the information and condition of those

In Bottisham this results in:

- most bus stops that were used by the previous Stagecoach services that ran until 29/10/22 having no timetables displayed (the bus stops have existing timetable cases which are empty),
- stop flags with information displayed which refers to the previous operator rather than the current operator, and, in some cases,
- stop flags with out-of-date route numbers on the stop flags

These give an incredibly poor image of public transport, and are confusing both to existing bus users and to those who would consider using bus services but don't currently. This goes right against CPCA's policy of delivering a vibrant, successful bus system. Other negative aspects of the lack of any CPCA Public Transport Information Strategy are:

- no single Cambridgeshire-wide or CPCA-wide bus brand
- no single, clear public transport information website for Cambridgeshire or for CPCA
- no bus maps for cities, towns or rural / interurban networks in the CPCA area

3) The October 2022 bus changes demonstrate the lack of a CPCA Strategy for an integrated, coherent network linking people to the places they want to get to

While Bottisham's replacement commercially-operated hourly bus service that has existed since the end of October 2022 (provided by a bus operator that is new to the Cambridge area) is running successfully as far as we can tell, it omits some significant and important village – village links offered by the previous services. It also has shorter operating hours compared to the previous service.

4) The October 2022 bus changes demonstrate the lack of an effective CPCA Strategy for delivering value-for-money and simple integrated ticketing

The replacement bus service inevitably fails to offer the low-price single-operator through ticketing / fares options with connecting bus services that were offered by the previous services (whose operator – at that time - ran buses in most of Cambridgeshire and Peterborough). There is no longer through bus ticketing to other destinations in Cambridge (e.g. railway station, Addenbrookes Hospital, retail parks), other than the £8 Cambridgeshire Multibus ticket. Although, of course, Multibus is welcomed, it is more expensive than the through tickets previously offered by the previous operator prior to 31/10/22.

Regarding the specific questions on the Cambridgeshire & Peterborough Combined Authority's bus strategy consultation, Bottisham Parish Council has the following response:

Question 5: How much do you agree with the Vision of the Bus Strategy?

Bottisham Parish Council strongly agrees with the Bus Strategy Vision but believes that it is incompatible with CPCA's current Bus Strategy, which demonstrates a lack of effective Partnership with bus operators, and an absence of a strategy for Bus Information

Question 6: How much do you agree with the Aims of the Bus Strategy?

Bottisham Parish Council strongly agrees with the Bus Strategy Aims, but believes that the CPCA's current policies & practices regarding facilitating Convenience, Attractiveness and Ease (of Understandability and Use) of the existing Bus Network strongly act against the achievement of these Aims. The CPCA's current policies & practices serve to exacerbate the Bus Network's existing lack of Convenience, Attractiveness and Ease.

Question 7: How much do you agree with the four main principles of delivering the Bus Strategy?

Bottisham Parish Council agrees with the four main principles of delivering the Bus Strategy

Question 8. How would you prioritise our strategies?

Bottisham Parish Council has no particular views on prioritisation of the strategies

9. Do you any further comments on the Bus Strategy?

a) It should be noted that Bottisham is also subject to the Greater Cambridge Partnership (GCP)'s integrated Bus proposals, defined by GCP as one of the three parts in its *'Making Connections'* proposal, which was out for consultation in Autumn 2022 and for which responses to that are currently being reviewed by GCP.

East Cambridgeshire District Council is not represented on GCP, and the GCP area ('Greater Cambridge') explicitly covers only Cambridge City and South Cambridgeshire District (as defined in the 'Greater Cambridge City Deal Assurance Framework' updated 2022). However, some of GCP's proposals, and specifically the Bus Strategy part of *'Making Connections'*, explicitly cover extensive areas outside 'Greater Cambridge'. The *'Making Connections'* documentation describes *'Making Connections'* as a *'proposal in three parts'* of which the first part is *'1. Transforming the bus network. From mid-2023, we are proposing to transform the bus network through new routes, additional services, cheaper fares and longer operating hours.'* Also, the *'Making Connections'* Map Book explicitly covers all the bus services running extensively into areas outside the 'Greater Cambridge' (including Bottisham)

Yet the CPCA Bus Strategy has only two small references to the Greater Cambridge Partnership Bus Strategy in *'Making Connections'*. Given the latter's crucial importance to the bus services over a large part of the CPCA area (including those parts that are also outwith the GCP area) this seems a rather crucial omission from the CPCA Bus Strategy.

b) We note that *'Bus Back Better'*, the England National Bus Strategy, includes strong encouragement from central Government for authorities to adopt close partnership working with bus operators, with a move towards adopting formal *'Enhanced Partnerships'*; and we see that CPCA's original *'Bus Service Improvement Plan'* stated that an *'Enhanced Partnership'* would be put in place from April 2022. We also note that *'Bus Back Better'* gives the good practice example of Hertfordshire's Intalink strategy which covers information and some other areas (*'Bus Back Better'*, page 39), and that an operator interviewed during the process of writing CPCA's *'Bus Service Improvement Plan'* commented positively on Intalink. We would recommend that CPCA gives serious consideration to adopting an *'Enhanced Partnership'* on the lines of Intalink.

c) The Bus Strategy seems to minimise the vast gap in provision and quality (regarding both the Bus Service level and the level of User Information) between the Network outlined in the *'Vision for Bus'* and the Network that is provided now by CPCA and the bus operators. Whilst a gap is acknowledged in *'Setting the Scene'* (page 4), this omits a reference to the massive Stagecoach bus cuts at the end of October 2022, which both in themselves and in the response of the CPCA to them, revealed gaps in both the Partnership and User Information elements of CPCA's existing Bus co-ordination activities. Omission of a reference to this reduces the Strategy's credibility.

d) We recommend that the Bus Strategy includes CPCA undertaking a programme of innovative bus service design in response to the continuing effect of the Stagecoach bus service cuts of last October, and that the Bus Strategy explicitly involves area and corridor traveller Groups in this programme. Bottisham Parish Council is a member of one such traveller group: the A TO B1102

Appendix A: Cambridgeshire and Peterborough Combined Authority draft Bus Strategy consultation 2023 – response by Cambridge City Council and South Cambridgeshire District Council

Cambridge City Council and South Cambridgeshire District Council strongly support the vision, aims, outcomes and attributes included in the draft Bus Strategy, and the ambition to more than double bus patronage by 2030.

On a particular point, we strongly welcome the aim of delighting customers to transform image of bus travel, and note the importance of ongoing bus maintenance to support this. Furthermore, it is important that the use of buses be championed with support provided to encourage those not used to using the bus to do so, including those who may not be confident about that, e.g., some older people. As part of this it is important to consider the evolution of the interior space of the buses to provide greater capacity for pushchairs, mobility aids etc.

We also particularly support Principle 4 ‘Integration’ on page 12 which recognises the need for greater integration of bus services in areas like Greater Cambridge especially between bus and train & P&R and rural services (both in terms of services and ticketing), and the principle of on demand/demand responsive services in lower-density areas which should be further evaluated (e.g. the potential expansion of the ‘TING’ service launched in rural West Huntingdonshire to other communities across Cambridgeshire). There are also ‘dial-a-ride’ services within Cambridge which could be extended within and beyond Cambridge and be made more efficient through economies of scale. Rural travel hubs such as Whittlesford are also key to this connectivity. Furthermore, where dedicated staff buses are provided by the various campuses eg Granta and Wellcome, consideration should be given as to how best to integrate these services with other rural services for the benefit of employees and local people. Also, the GCP plans for hourly bus services in villages where they do not exist will be key benefits for our communities and the bus strategy should be mindful of this.

We would like to highlight the importance of translating these aims into delivery, including but not limited to the following points:

- As highlighted in the Greater Cambridge Partnership Making Connections consultation, the bus fleet will need to increase very substantively to support the vision and aims.
- As highlighted in our response to the draft Local Transport and Connectivity Plan in 2022:
 - we note the importance of significantly increasing bus depot provision in the Greater Cambridge area to support the proposed increases in bus services. The location of new depots and their potential impacts will require thorough consideration, which will require early engagement with the Local Planning Authorities.
 - We also strongly suggest that to support the shift towards electric vehicles, the Combined Authority commits to working with government and relevant partners to accelerate delivery of new grid capacity to underpin decarbonisation of both private and public transport across the area.

We would recommend that exploration of bus franchising should draw on any lessons learned from others' transport franchising experiences, such as the UK government's rail franchising activities in recent decades.



CAPCA - Bus Strategy

February 2023

Response from Stagecoach East

Stagecoach East welcomes this consultation.

COVID has had a significant impact on people's travel patterns, with key businesses hybrid working and changes to people's travel times and locations. It is therefore vital that there is an effective bus strategy in the CPCA area that benefits and meets the communities transport needs, whilst acknowledging the challenges of congestion and climate change. This process needs to be a continuous one to ensure that the bus network is an organic one, which develops and evolves as passengers needs evolve.

We welcomed the Combined Authorities Bus Strategy issued in November 2022 and the proposals to tackle the current challenges of the network with ever increasing bus journey times, poor punctuality, congestion, and improved bus infrastructure and co-ordination of the current network.

The bus sector has been significantly impacted by the change in travel patterns we have seen through the pandemic. The different regions of the area are recovering very differently, with Cambridge routes at 97% of pre pandemic passenger's usage, compared with the Busway at 74% and the Peterborough network at 76%.

All bus operators have been very grateful of the support that Government and local authorities have provided that has helped operators through the pandemic.

Whilst that funding has been vital, we had to take some difficult decision in October to reduce the services we operate, as those services were just unsustainable to operate. However, we did enhance 12 bus routes in the region, and we have seen early growth on these routes which gives us confidence that there is a future for bus services in the region.

The rural services have always been the most challenging, low population densities has always made practical and affordable public transport to provide in these areas and at the recent Rural Connectivity Summit by the Campaign for Better Transport, it opened up the debate on how rural transport could look,

by integrating the travel patterns of specialist transport providers such as the NHS, education and other social services. Perhaps this could be one of the areas the Combined Authority could lead on, which could see a sustainable way of delivering connectivity for our rural communities.

Given the current challenges all operators face, certainty of future bus funding is key so operators can plan, manage, recruit and support the aspirations of this strategy. Without such certainty, we will be stuck in a circle of decline and not be in a position to meet the challenges of regional economic growth, as well as the Mayor's commitment to reduce car miles in the region by 15% by 2030.

Research regularly shows that every pound invested in buses and other public transport pays back many times over in terms of economic, social, health and environmental benefits. It is therefore pleasing to note the strategy recognises that significant capital and revenue funding sources will need to be identified from various sources to realise the CAPCA ambition.

We understand the pressure on public finances, but we believe that funding invested in giving bus services a stable base to grow from would be money very well spent and deliver wider social and economic benefits in the local communities across our region.

As a responsible operator, we recognise our performance on the network is key to giving value for money to customers and taxpayers. It is only right that this bus strategy places high expectations on service provision from local bus operators, and we are committed to supporting any ambitious plans that include improved transparency in a performance regime that helps address the specific challenges of delivering a high-quality bus network in the region.

We support the aims of the bus strategy, and are pleased to see the CAPCA putting customers at the heart of the strategy, by focusing on a network that is convenient, attractive and easy to use. We are keen to work with the CPCA to explore all options to deliver these aims, and welcome further discussions on how these can be achieved.

The Bus Service Improvement Plan (BSIP) will be critical in developing the delivery model for any bus strategy, we welcome the close engagement of the CAPCA bus team in asking local bus operators to engage in developing this plan. We recognise the challenge of delivering improvements to the network and are committed to sharing the joint responsibility of putting together ambitious plans, that have clarity with clear roles and responsibilities for each partner.

We support the bus strategy proposal, but after reading the document our key asks are:-

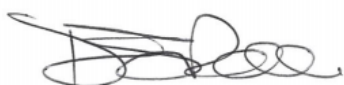
1. We strongly request the use of our punctuality data to "cross check" any proposed bus routes/network. Our punctuality data shows these are significant hot spots for congestion. We will happily share the data we have to demonstrate the impact of congestion on these routes. We believe we can help the CAPCA get the biggest bang for their buck when prioritising capital spend on bus priority measures.
2. Where there is a proposal to enhance an existing bus route, we strongly request the use of our passenger data to make further cross checks.
3. We would ask that when finalising the outcomes of the bus strategy, that significant thought is put in place to ensure there is sufficient CAPCA resource to manage the aims and objectives of the strategy. We are concerned that such an ambitious strategy will require a significant team of management and support roles, these roles will need specialised skills and knowledge, which are sometimes very difficult to find as they are only now generally found within the bus companies. We would be pleased to provide help and assistance through our teams if called upon.

4. We would welcome the opportunity to discuss rural services and how these can be sustainable provided by using the learnings and suggestions from the recent Rural Connectivity Summit and the One Transport Need, One Transport Solution proposal.
5. We would ask that the proposal includes a much more joined up approach on the impact of roadworks and new active travel plans (such as cycle lanes). The current system just does not work, where bus operators are not consulted on LA plans, which result in significant impact on journey times for customers, which results in buses not being seen as a viable alternative to other modes of travel.
6. We would welcome the opportunity of sharing our recent report “Every journey makes a difference” and how we can support people to switch how they travel, and how local policy making can make a big shift in how these people make journeys.
7. We would also like to share with you our “roadmap to zero” the transition to 100% zero emission buses and the journey to get there. We recognise the challenges of improving air quality for our communities and this document will demonstrate our ideas and commitments in supporting the CAPCA meet their key goal in the bus strategy of protecting and enhancing the environment.

Stagecoach are keen to play our part with the CAPCA in the key goals of high-quality service delivery, affordable fares and public policies designed to encourage and promote bus use.

As a demonstration of our commitment, we introduced fare simplification from 4th January 22, which resulted in 92% of our customers either being better off or no worse off. We now offer unlimited travel In Cambridge from £2.25 a day, with 30% discount for of all Youth fares (U19 and students with a valid photo ID) and group travel for up to 5 people of any passenger type from £2.10 per person. We have a committed investment of £7.5million in 30 new Zero-emission buses for the Park and Ride fleet (due in service April 2023) and our tech teams are working on an introduction of Tap On Tap Off and fare capping capability.

All these initiatives are designed to make bus travel affordable and sustainable, but we recognise that public policies designed to encourage and promote bus use also play their part, that is why we welcome CAPCA bus strategy for Cambridgeshire and Peterborough and look forward to working with the CAPCA to develop the proposal further.



Darren Roe
Managing Director
Stagecoach East
February 2023

RN/CPCA

**Cambridgeshire and Peterborough Combined
Authority
Bus Strategy**

20/02/2023

**Representations made by Cambridge Biomedical Campus (CBC) to the Cambridgeshire and Peterborough
Combined Authority (CPCA) Bus Strategy**

Dear Sir,

Cambridge Biomedical Campus (CBC), welcomes the opportunity to comment upon the proposed new bus strategy, put forward by the CPCA, and write with the following response.

About the Cambridge Biomedical Campus

The Cambridge Biomedical Campus (CBC) is located at the heart of the UK's and Europe's leading life sciences cluster, located in the city of Cambridge. The CBC is a vibrant, international healthcare community and a global leader in medical science, research, education and patient care.

The site has grown considerably in recent years and the organisations on the site reflect the strength of healthcare and life sciences in Cambridge:

- Healthcare and the NHS: Cambridge University Hospital NHS Foundation Trust, Royal Papworth Hospital NHS Foundation Trust and Cambridgeshire and Peterborough NHS Foundation Trust
- Education: The Deakin Centre and Cambridge Academy for Science and Technology
- University & Research Institutes: University of Cambridge School of Clinical Medicine – housed in multiple buildings across the CBC and comprising twelve Academic Departments, four Research Institutes and five Medical Research Council (MRC) units, The Medical Research Council Laboratory of Molecular Biology (MRC LMB), Cancer Research UK Cambridge Institute, Heart and Lung Research Institute and Addenbrooke's Centre for Clinical Investigation
- Industry & Expansion: AstraZeneca Strategic R&D Centre, GlaxoSmithKline's (GSK) Experimental Medicine and Clinical Pharmacology Unit, Abcam PLC Headquarters and ideaSpace – a co-working community of start-ups

As the largest employment site in Cambridge – the CBC is focused on ensuring patients benefit from the campus' world-leading research. The international nature of the collaborations cut across traditional boundaries to allow us to work together on care, research and training. Our success is based on everyone's willingness to unite to exert a powerful global influence as the campus attracts world class companies, investment and talent to Cambridge with the aim of improving healthcare and knowledge.

Why this consultation is important to the Cambridge Biomedical Campus

With world-leading academic and industry scientists on the same site as the teaching hospitals of the University of Cambridge, the campus is the optimum environment for the rapid and effective translation of research into routine clinical practice.

With the cost of healthcare set to increase as the demand from an aging population soars, we are set to develop the treatments of the future also creating the next generation of UK life sciences companies. We have the foundations in place to generate the ideas, products and revenue to deliver the future success of the UK's flourishing life sciences industry.

The campus will therefore continue to grow, creating jobs and bringing investment to Cambridge but we do this in collaboration with the city and its residents. Our achievements and success reflect the endeavour, persistence and brilliance of the people who live and work here.

As of today, there are 21,000 researchers, industry and clinicians all working on the site. In 2021, it was estimated there would be 26,000 people working on the Campus (prior to Covid-19) and up to 30,000 beyond 2031. Investment in the campus over the past three years totals more than £750m. The CBC is the biggest employment site in Cambridge, with further space to grow.

Sustainable access to CBC is a key factor alongside affordable housing to ensure the campus can attract and retain the best staff. With the further anticipated growth in and around Cambridge as well as the predicted growth on the campus itself, improved public transport, walking and cycling will become even more pressing. The draft strategy is encouraging, and welcomed. Improving connectivity and is vitally important for the campus as the cost of living continues to increase, and as we attract staff from further afield.

Our Understanding of the Bus Strategy:

We understand that the purpose of the Bus Strategy is not to examine detailed, granular issues around specific routes and services but more to outline the key, strategic aims, objectives, and aspirations of the Combined Authority. This will then enable further funding and shape the network to meet the needs of the people in the region.

The Bus Strategy has been developed to help facilitate many of the objectives of the emerging Local Transport and Connectivity Plan (LTCP) for which the CBC has previously made representations. The LTCP is the Combined Authority's long-term strategy to improve transport in Cambridge and Peterborough.

In addition to the LTCP, the Bus Strategy has also been prepared to reflect the ambition of the 'Bus Back Better: The National Bus Strategy' which outlined the Government's high-level objectives for bus services outside of London. Crucially, the key aims are to increase the volume of journeys that use a bus as a main form of transportation, returning to the level seen pre-COVID as a first priority, later exceeding it through providing more reliable and wider reaching services.

The CPCA Bus Strategy presents a vision which is: *The vision is for a comprehensive network of bus services across Cambridgeshire and Peterborough that people find convenient, easy to use, reliable and good value for money that is inclusive and offers a viable alternative to the car.*

The Strategy acknowledges that to deliver the Vision will 'rely on the delivery of a programme of evidence-based interventions across the Cambridgeshire and Peterborough geography. Bold decisions will be needed, backed by a steady, consistent, and determined approach to delivering a better bus network for all. Significant capital and revenue funding sources will need to be identified from various sources to realise our ambition.'

The Aims of the Strategy are based around three core attributes – these being: **Convenient, Attractive, Easy.**

The Delivery of the Strategy is then based around 4 main principles, with these being:

1. Achieving a continuous cycle of passenger growth and service improvement.
2. Using the best operational model of provision to achieve the necessary step change in the most effective way.
3. Partnership.
4. Integration.

The Strategy itself is based around the following strategy elements:

- An integrated, coherent network linking people to the places they want to get to.
- Bus services for rural areas.

- Getting to places quickly and on time.
- Value for money and simple, integrated ticketing.
- Information and getting the message out.
- Delighting customers.
- Buses that people want to get on.

CBC Response:

The CBC, face challenges regarding staff retention with a contributing factor being the unaffordability of either buying or renting housing. This is particularly true in the city of Cambridge where house prices, as a ratio to average earnings, are some of the most challenging in the UK.

Large numbers of staff face being priced out of living in or close to the city and therefore have increased dependency on modes of transport that allow longer distance travel. The environmental, health and wellbeing, and social consequences of private car travel are well understood by the CBC. This therefore means that the CBC has a vested interest in access to improved bus services across the region that provide staff with a cost effective and reliable method of transport for commuting purposes.

The current bus model, for our purposes, is 'broken'. Through our regular internal transport and travel engagement processes, the following (summarised) issues have been identified by our staff:

- **Traffic Congestion** results in delays to buses. This is heightened during winter months when less people are walking and cycling. Extensive roadworks, queuing for car parks, and recent changes to the highway have added to the levels of congestion.
- A general lack of **reliability and frequency** of regular services. Currently, buses do not offer a method of travel that can be relied upon for regular commuting particularly in rural areas.
- **Crowding** is also an issue that affects the reliability of bus services. Being unable to board at all are a deterrence to using buses.
- Boarding times resulting from **ticketing issues** causing delays and effecting reliability.
- **Customer information** is limited. The existing 'real time information' electronic displays are notoriously inaccurate and unreliable.

Given this context, **the CBC strongly agrees with the CPCA's Bus Strategy 'Vision'**.

We also **agree with the Aims** of the Strategy which are categorised as Convenient, Attractive and Easy. We would like to see some further emphasis on interchange, affordability, and reliability although all aspects are touched upon in the supporting text.

Delivering the Bus Strategy focuses on four principles: a continuous cycle of passenger growth and service improvement, using the best operational model of provision, partnership, and integration. **The CBC strongly agrees** with these 'delivery' aspects of the Strategy although there is substantial further detail that will need to be established in due course.

The continuous cycle of passenger growth and investment is essential for the long-term sustainability of buses in the region. Whilst badged as part of the Delivery Plan, this is also an output and a metric of success for all other elements of the Strategy.

The most effective operational model may result in the franchising of the network. Whilst this may be the most appropriate model, the CBC is less concerned with operational model itself but does support that it could deliver *'greater network stability and local authority control over the design and delivery of an improved network of services with a sense of a single, integrated system and identity.'* If franchising is determined as being the best way of achieving these outcomes, then we support its continued exploration.

The CBC supports partnership working. We have always sought to be collaborative and supportive in a sometimes-challenging transport environment and we will continue work in this manner. We would request that the CBC, as an umbrella organisation for the campus, is part of the Bus Operator Forum referenced in this part of the Strategy. We already work closely with the Greater Cambridge Partnership (GCP) and their timely investments are critical for the ongoing management of the CBC travel demands.

We understand that the objectives of the Bus Strategy and any future proposed changes to bus network and services are complementary to the GCP's proposals and we urge that partnership working with the GCP is undertaken.

Integration of public bus services with specialist types of transport is extremely important for both our staff and visitors. Community transport services and the existing hospital hopper bus service would benefit from an integrated and co-ordinated approach to service planning.

In terms of the specific Strategies, we make the following comments:

‘An integrated, coherent network linking people to the places they want to get to’:

The foundation of the Strategy is the transformation of the bus network to offer more buses to more places and will offer levels of service that have never existed before in the region:

- Services radiating out in all directions from Cambridge and Peterborough to market towns and villages. Some of these will offer more direct routes with fewer stops, making journeys faster.
- City services within Cambridge and Peterborough, including orbital routes offering direct links to peripheral employment and education sites.
- Services connecting market towns.
- Other local services in rural areas, including flexible services that run on demand with app booking, and community-based transport using minibuses and volunteer cars.

Different types of services will run, with all services operating at least once an hour. The most frequent will run every 6 minutes. All services will run from early morning through to the evening and on 7 days per week. The intention is to create a network that offers a real alternative to the car.

In areas of diverse and limited demand, demand responsive services (DRT) will offer the flexibility to make journeys.

The bus network will be integrated with local walk and cycle networks, and cycle parking provided at key bus stops and interchanges.

The CBC strongly agrees with this element of the Strategy.

CBC staff across all partners, work shifts that can finish at night or the early hours of the morning (this is true for both research and healthcare providers). As access for private vehicles becomes more limited and less financially viable, there has to be an effective, cost-efficient alternative for those staff working shifts. The provision of services into the evening for 7-days a week will benefit our staff and increase the attractiveness of using the bus and working at the hospital. We therefore welcome these proposed additional services hours.

We support the proposals to increase network coverage in villages and rural areas. Currently staff located in these areas have little genuine choice in how they travel to work and thus increasing bus services in these areas will benefit many of our staff.

We would also stress that with the delivery of Cambridge South Station, bus services that provide interchange with the rail corridor, will be hugely valuable for staff across the CBC. There are a number of villages or market towns that will have a direct link by train to the hospital campus – bus-based connections to these stations must form part of the ‘integrated and coherent network’.

We are pleased that ‘orbital connectivity’ is referenced. Much of Cambridge’s growth is on its fringes and the ability to travel through the city is increasingly challenging. Therefore, orbital connections that serve CBC and other major growth areas are supported. Additionally we would stress that ‘through services’ are part of the solution for Cambridge. Many services terminate in central Cambridge and require a change for onward connectivity to CBC which disincentivises bus based access for many staff and visitors.

Bus services for rural areas.

Consistent with our earlier response on delivering an ‘integrated and coherent network’, **the CBC strongly agrees** with proposals for improved bus services for rural areas. We support the exploration of Demand Responsive Transport (DRT) but request that over reliance on such emerging service models is not at the expense of fixed route services where these can be made viable.

Getting to places quickly and on time.

This is an essential part of any transport network. However, the ability to deliver against this test is difficult in congested urban environments. Physical infrastructure has a role to play, and the continued high frequency use of the busway is very much supported. Traffic restraint as a principle is also supported but the means of doing so requires careful consideration and must be equitable. We therefore **strongly agree** with this strategy element but only offer conditional support to traffic restraint measures which require specific further assessment.

Value for money and simple, integrated ticketing.

Cost and ticketing can be a barrier to using the bus. We therefore **strongly agree** proposals to make ticketing more affordable, simpler and more integrated across services and modes of transport.

Information and getting the message out.

Clear concise information on routes and services is important. In a digital age, information can be provided readily as long as the applications and websites are clear, accurate and available. We would be hopeful that in time, the merits of bus network improvements are such that marketing is less important and that a well-planned network is intuitive for customers. **The CBC therefore agrees** with this aspect of the strategy.

Delighting customers.

Safe buses and design features that encourage continued comfortable use of customers is clearly an important part of the future success of bus-based transport. **The CBC therefore agrees** with this aspect of the strategy.

Buses that people want to get on.

As with 'Delighting Customers', a modern fleet of buses that changes perceptions around bus travel will be beneficial to attracting customers and creating the circular funding environment sought. Proposals which decrease the environmental impact of transport, assisting the transport network in its transition to net zero objectives are supported by the CBC.

Early commitment to a minimum bus specification would be welcomed. This should cover safety, accessibility, and emissions but, importantly from a perception perspective, could also provide an illustration of the quality of bus that could be expected. **The CBC therefore agrees** with this aspect of the strategy.

Summary:

In principle, the CBC is supportive of many of the aspects of the Bus Strategy and recognises the positive outcomes that could be delivered within the Greater Cambridge area. In an area that understands the environmental challenges that must be addressed we are pleased that far reaching proposals are being consulted upon. There is clear synergy between the objectives of the CBC and the CPCA and we are confident that ongoing collaboration and knowledge sharing can help bring about optimal outcomes for all parties.

We are therefore keen to continue to contribute positively to the further evolution of more detailed proposals and hope that we can be offered the opportunity to discuss the unique challenges faced by the CBC as part the next round of consultations.

Yours faithfully



Carin Charlton

Director of Capital, Estates and Facilities Management – On Behalf of Cambridge Biomedical Campus

Tuesday 21st January 2023

Transport Department
Cambridge and Peterborough Combined Authority
2nd Floor
Pathfinder House
St Mary's Street
Huntingdon
Cambridgeshire
PE29 3TN

Dear Sirs,

RE: Consultation in respect of Cambridgeshire and Peterborough's Bus Strategy

I am writing to express my strong support for Cambridgeshire and Peterborough Combined Authority's Bus Strategy, as outlined in the document entitled Bus Strategy November 2022. This comprehensive plan is a well-researched and well-planned effort to improve the quality of bus services in the region and address many of the concerns and issues that have been raised by residents, stakeholders, and public transport users in the area.

I am particularly impressed with the focus on sustainability and the environment, with plans to transition to a zero-emission bus fleet by 2030. This is an essential step towards reducing the region's carbon footprint and improving air quality, and it demonstrates a commitment to sustainable transport solutions. The incorporation of technology and innovation in the strategy is also commendable, particularly with the emphasis on integrating bus services with new technologies such as contactless payment systems, real-time passenger information, and smart ticketing.

As an SME bus operator, I would highlight the fact that smaller operators, especially when operating in rural areas, will need financial support to transition to zero-emission fleets, and that such a transition will likely increase overall bus operating costs, necessitating further revenue support from CPCA. This does not mean that it is not good to aim for zero-emission fleets, but due consideration should be given to the funding implications to ensure that bus service provision does not diminish as a result of new requirements that preclude the use of diesel vehicles. I would also urge CPCA to work with Cambridgeshire County Council to improve the quality of vehicles used on home to school transport services, as many of these are very old and thus exceptionally

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polluting.

I am particularly pleased to see that the strategy aims to improve accessibility for disabled and elderly passengers. By providing step-free access and audio-visual information, the strategy ensures that everyone can access and benefit from public transport. Access to public transport information should not differ depending on whether you live in an urban or rural area, so standards for onboard information provision should be consistent across the entirety of Cambridgeshire and Peterborough. I would like to see a stated commitment to enforcing these standards across all operators to avoid a scenario where smaller operators deliver a lower standard of service and this goes unchallenged. If such a scenario was allowed to occur, this undermines the Strategy's aim of consistent, high quality bus services across the entire region.

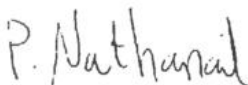
Very commendably, the plan recognizes the importance of partnerships and engagement with stakeholders and the community, as the strategy has been developed through extensive consultation with residents, businesses, and public transport operators. This ensures that the bus service will be tailored to the needs of the community, reflecting their views and preferences, which is essential for any successful public transport system.

Overall, I believe that the Bus Strategy outlined in the document is a fantastic initiative that will significantly improve bus services in the region and support a more sustainable and accessible transport system. I strongly support this strategy and encourage the Cambridge and Peterborough Combined Authority to implement it fully.

Thank you for your efforts in creating this Bus Strategy and for your commitment to improving public transport in the region.

Yours sincerely,

Peter Nathanail



Commercial and Operations Director
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Bus Strategy for the Cambridgeshire and Peterborough Combined Authority

Dear Zaneta,

Bruntwood SciTech is pleased to respond to the current consultation on the Combined Authority's Draft Bus Strategy. We are the UK's leading provider of Innovation Districts and Science Parks, operating across the UK with plans to strengthen our presence further in the Cambridge city region. We are long term investors, developers and operators with an overriding commitment to create thriving cities and city regions by providing infrastructure and support to science and tech businesses. We are a 50/50 joint venture between Legal & General Capital and Bruntwood, who are a regional commercial property company with £1.5bn assets, 3,000 business occupiers within its portfolio and employing more than 1,000 colleagues.

We acquired Melbourn Science Park from TTP in April 2021 and have a major investment plan to improve the facilities and create new employment within the area.

We welcome the decision of the Combined Authority to produce the bus strategy and to encourage a local conversation about the role that buses need to play as part of the transport mix in the city region. We agree with the sentiments expressed in the strategy about the key role that buses will need to play, both locally and nationally, as we transition to a zero carbon future.

We see the climate emergency as the biggest single long term challenge that we face. Bruntwood was the UK's first commercial property company to join the Net Zero Carbon Buildings Commitment, demonstrating its commitment to a more sustainable built environment

with an objective to achieve net zero operational carbon by 2030. The transport sector is the biggest single contributor to UK CO2 emissions and urgent action is required. Ensuring good quality alternatives to the private car will be fundamental to the task of reducing these emissions as well as improving local air quality.

As a business with a growing presence in Cambridgeshire and experience of operating in seven city regions in the UK, we recognise good transport links as being an essential prerequisite for economic and social prosperity. We work in partnership with various other local authorities including Greater Manchester to provide private sector input towards the development of their transport strategies.

For our plans at Melbourn to be successful we must ensure that the facility is well connected so that businesses can attract and retain talent from a broad catchment that includes Cambridge, the surrounding villages, Royston and London. This requires having good cycle and pedestrian links alongside a public transport network which offers an attractive alternative to the car for those who have a choice, and an essential level of connection for those who don't have access to a car.

We fully support the aims and objectives of the draft strategy, in terms of the importance of providing good links within the city of Cambridge, links to the towns and villages that surround it and connections between those places. It is also recognised that with current constraints on public expenditure that a degree of prioritisation is necessary in deciding what services to support and at what frequencies.

Melbourn Science Park

We currently have around 750 employees across the different businesses on the park which include TTP and AstraZeneca. Through our development plans, this could double in the next 5-10 years.

As part of an exercise to establish current attitudes to travel choices among employees at the Melbourn Science Park a questionnaire survey was distributed, attracting responses from 114 employees on the site. The survey asked where employees travelled from, how they currently travelled, what might encourage them to use public transport and whether, if a subsidised bus service was provided to the site, they would make use of it.

On the basis of the survey responses, while most employees are currently wedded to using their cars due to the convenience they provide, just under half would be prepared to use a bus if the service met their needs:

- Just under a quarter travel by non-car modes, with only around 2% travelling by bus
- 46% said they would use a subsidised bus connection, either all the time or occasionally. (20% all the time and 26% occasionally).
- Of those, two thirds would use a connection from Cambridge while the other third would use a link from Royston.

We do not claim that this survey is fully representative but it does provide a useful insight into the challenges of encouraging users in a non-urban environment to switch their travel mode. For this to be considered would require the alternative bus service to be reliable, convenient and affordable. While the new 2 hourly Service 26 between Cambridge and Royston via Melbourn introduced last year is an improvement following the cancellation of Stagecoach's service that left the village without any bus service, **it is not frequent enough for those to use to travel to work.**

While we understand that this strategy is not concerned with individual routes and specific locations, from our perspective as a business seeking to limit car use to our site in Melbourn, we would see the following as being important components of a future bus service:

- Two services an hour and preferably three at peak times between Cambridge and Royston, via Trumpington Park and Ride and Melbourn.
- Improved connections between Melbourn Science Park and Meldreth Station
- Investigate the feasibility of demand responsive services from smaller villages surrounding Melbourn.

We would also add that from our experience of bus operation in other city regions, we do not see the current deregulated system in Cambridgeshire as being fit for purpose. There have been over thirty years to prove it is capable of rising to the challenge of delivering an integrated service and we would argue it has failed to do so. We believe that although it will have challenges a Franchising Scheme would bring buses together with other modes under overall

coordinated control and we see this way forward as the best opportunity to try to arrest the long time decline in bus use.

As a business that is committed to working in partnership with local authorities and local communities, we would be keen to explore how we can work collaboratively to improve the current public transport offer in Melbourn for the benefit of the wider community. We therefore hope that the Draft Bus Strategy and this response to it is the beginning of a conversation with local partners on this important issue, rather than a one off exercise.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jamie Clyde', with a long horizontal stroke extending to the right.

Jamie Clyde

Director of the Southern Region and Innovation Services

jamie.clyde@bruntwood.co.uk

East Cambridgeshire District Council's Response to the Cambridgeshire and Peterborough Combined Authority's Draft Bus Strategy Consultation

East Cambridgeshire District Council supports the draft Bus Strategy vision, and the aims and principles presented. They reflect those within the Councils 'New Bus Service Proposals for East Cambridgeshire' prospectus.

The Council particularly supports the aim to provide bus services that offer a viable alternative to the car and the references to rural bus services within the document. The current bus service offer for East Cambridgeshire is very limited and the services that do operate do not meet the three aims referred to in the draft Bus Strategy document; convenient, attractive and easy. They are not convenient or attractive due to lack of frequency, long journey times and do not provide a viable alternative to the private car. Some communities have no bus service at all. New services will be needed to better connect people to education, jobs, and facilities. Poor or no bus provision limits the college and career choices of rural students and residents, for whom it's a matter of where they can get to rather than their skills or interests.

The document refers to 'London-style network' and a 'world class bus network' – what does the Combined Authority mean by this and how will this be delivered in East Cambridgeshire?

Page 12 of the document states "Different types of services will run at frequencies shown in the table below, with all services operating at least once an hour". An hourly service is not frequent enough to encourage modal shift, particularly in rural areas. It is also unlikely that people will make their whole journey by bus from areas with an hourly service, rather than having to drive to a Park & Ride site and change.

Following a public consultation in 2020, the Council produced a 'New Bus Service Proposals for East Cambridgeshire' Prospectus. Our proposed bus service improvements are a combination of newly scheduled services, improvements to existing services and demand responsive transport services (DRT), to be supported by a comprehensive and ongoing marketing campaign. These will deliver improved connectivity to transport interchanges and corridors e.g. railway stations and the Busway, improve links to employment areas, local shops and services and support better connected communities.

The Council welcomes the recognition within the draft Bus Strategy that it is not only bus services that need improvement, but also development of smart and/ or multi operator ticketing schemes and the enhancement of bus infrastructure, stops and stations for example. Provision should also be made to accommodate bicycles on buses.

In order for bus services to be successful, people need to know they exist and accurate, real time information about the vehicle location and arrival time needs to be provided. A targeted marketing and information campaign will be required. This should include formal and informal and traditional and online methods of communication, which are consistent, clearly branded and be ongoing. This will create trust in the

services and encourage people to use them and become committed to supporting them.

In October 2019, East Cambridgeshire District Council declared a climate emergency. Our vision for 2040 is to deliver net zero carbon emissions for the Council's operations and, in partnership with all stakeholders, for East Cambridgeshire as a whole, with clear and demonstrable progress towards that target year on year. At the same time, we will support our communities and East Cambridgeshire's biodiversity and environmental assets to adapt and flourish as our climate changes. Whilst a target to reduce car miles in our region by 2030 has been agreed, the Council awaits further information from the CPCA on the application of the 15% reduction in mileage across the CPCA area at a local level.

The Council supports the four main principles of delivering the Bus Strategy. The CPCA should introduce franchising (or an alternative arrangement which delivers the outcomes of franchising) and this work should be started and completed as quickly as possible, especially if the 2023 public consultation commitment in the document is to be met. The Council is fully committed to supporting this work.

At its Full Council meeting in April 2022 East Cambridgeshire District Council agreed a motion opposing congestion charging in Greater Cambridge.

With regard to the strategies within the draft Bus Strategy Document, bus services for rural areas is the Council's top priority, followed by an integrated coherent network linking people to the places they want to get to. The description of what a comprehensive network will comprise on page 12 should also include connecting villages to market towns and connecting villages to railway stations.

The 'Value for money and simple, integrated ticketing strategy' should be expanded to include integrated ticketing between bus and rail services.

The Council was disappointed that the review of the current network of subsidised bus services which was due to take place in March 2023 has been delayed until the autumn and considers this work to be vitally important to ensure the best use of public funds is being made to deliver the best possible network. The Council urges the Combined Authority to begin this work now to ensure good decision making in the autumn.

The Council appreciates that this a high-level strategy document and that details regarding the bus services that will comprise the comprehensive network referred to in the document and how it will be funded will follow. The Council wishes to work with the Combined Authority as it progresses its review of bus services to deliver a package of bus service improvements to meet the needs of East Cambridgeshire residents.

Cambridgeshire & Peterborough Bus Strategy consultation response

Cambridgeshire Sustainable Travel Alliance was founded in October 2022 by three organisations – Cambridge Living Streets, Camcycle and Cambridge Area Bus Users – which campaign for better walking, cycling and public transport respectively. We aim to unite and inspire people in Cambridgeshire working for a transport network that protects our future and offers genuine choice. Our vision is of a thriving region of opportunity and inclusion where people can get to where they want to be safely, easily and affordably. We believe that places should be designed around people, and streets organised in line with the hierarchy of road users.

Our response to the bus strategy consultation questions are as follows:

5. How much do you agree with the Vision of the Bus Strategy? Vision See page 9 of the [bus strategy document here](#).

Our response: AGREE

Our reasoning:

We cannot recommend a 'Strongly Agree' response as the vision does not encompass everything we would expect to see in a comprehensive bus strategy.

CSTA comments:

This strategy should be more ambitious.

Doubling bus passengers by 2030 sounds unambitious given the recent cuts, the impacts of the pandemic and the reduction of car miles required by that date (15%).

In order for this vision to be achievable the Cambridgeshire and Peterborough Combined Authority will need to bring buses back under public control. This should be explicitly explained in the vision.

"Transitioning to new, low emission vehicles, providing all the benefits of modern bus travel" sounds weak compared to the strategies in other cities. For comparison, the vision for the West Midlands says: *"A world-class integrated, reliable, zero emission transport system providing inclusive travel for all"*. Cambridgeshire's bus strategy should be at least as good as other places.

The strategy also fails to adequately integrate with other local travel strategies.

This vision should include everything listed as well as:

- There must be safe, speedy and accessible pedestrian movement between bus stops and between buses and other transport modes e.g. trains. All stops should

be connected to a footway, suitable for use by passengers using wheelchairs or other mobility aids;

- All stops should display real-time timetable and key fare information and a location-named bus stop flag with the phrase 'Towards [key destination(s)]'.
- Wherever possible a shelter, with seating and lighting should be provided.
- Key edge-of-town and edge-of-village locations should be developed as 'travel hubs' with secure cycle-parking and interchange facilities with demand-responsive transport.
- Reliable bus services that users can trust are required.
- Buses must be fully accessible for all kinds of disabilities and be able to accommodate multiple wheelchairs.

In addition, the aspiration of "Buses are part of a fully integrated and planned transport system" should explicitly mention cycling and walking, including safe routes to bus stops and secure, accessible cycle parking.

6. How much do you agree with the Aims of the Bus Strategy? See page 10 of the [bus strategy document here](#).

Our response: STRONGLY AGREE

Our reasoning:

We strongly agree, however we think these aims are vague and very open to interpretation. There is no clarity about how success will be measured which is vital if service providers are to be held to account.

CSTA comments:

Convenient:

The document refers to a table about frequency which is not present in the document. Without this included we cannot express support for any frequency. 'Frequent' will inevitably mean different things on different services.

There needs to be a rationale for 'range of tickets'. Having a 'range' should not be prioritised over simple ticketing that can be easily understood by all users.

There must be a clear definition of 'evening'. It is essential that buses are available for hospitality and shift workers. Service hours must be specifically stated.

Rural routes should meet or exceed the aspirations of the Campaign to Protect Rural England's 'Every village, every hour' campaign.

There should be a commitment to 'no stranded passengers' including avoiding overlong journeys owing to delays and missed connections.

The strategy states that "*all areas are well served by bus*". Once again, this is a vague aim that is open to interpretation. a clear definition of "well served" must be provided.

Attractive:

The aims the CPCA has stated here are by and large sensible. The CSTA believes the core elements for an attractive bus service are:

- Reliable, times and places
- Staff are customer-focussed
- Buses are of a good and comfortable standard

When these standards are met the CPCA will have the opportunity for authentic marketing of buses as an attractive travel choice.

Easy:

The strategy should view the concept of 'easy' from the perspective of a visitor to Cambridgeshire with no prior experience of our bus service. Would a visitor find it easy to find out how to use our buses, where and when our buses travel and how ticketing works?

The point "*Buses run at regular time intervals and with consistent frequencies.*" is crucial - people must be able to rely on the bus departing and arriving on time (with real time information if things go wrong).

The point "*Ability for people to transfer between bus and other travel modes (walk, cycle, e-scooter, car, coach, train)*" should elaborate on what the transfer experience should be like. For example - transfer safely, easily and affordably. It should also elaborate on the impact that ticketing systems will have on transfers. There should be shared ticketing so that new tickets are not required when transferring across operators and transport modes.

This section should also include the aim of simplicity. Passengers should be certain that they have the best/most suitable ticket and route without complex comparison of options.

7. How much do you agree with the four main principles of delivering the Bus Strategy? See pages 11-12 of the [bus strategy document here](#).

Our response: AGREE

Our reasoning:

We agree with the direction of the principles for delivery however once again they are too vague to ensure accountability. It must be clear that successful delivery will require franchising and road space reallocation.

(Franchising – requiring operators to bid to run bus routes – offers the best way of re-regulating buses, gives the Cambridgeshire and Peterborough Combined Authority power to set fares and timetables, and will also permit profitable routes to cross-subsidise routes which cannot cover costs from farebox revenue.)

CSTA comments:

Achieving a continuous cycle of passenger growth and service improvement

Growth in passenger numbers/journey numbers is essential to maintain the income to sustain the bus service.

The strategy should explicitly state that bus priority measures are about prioritising buses over other motor vehicles so that there is road space for buses to flow. Investing in buses that will be constantly stuck in traffic will be pointless.

Bus prioritisation strategies must be in line with the Road User Hierarchy (which prioritises active travel and public transport over private motor cars) and must be considered with

other transport strategies like the Sustainable Travel Zone. Bus priority must not be at the expense of active travel.

Using the best operational model of provision to achieve the necessary step change in the most effective way

This principle should be rewritten in language that is meaningful to bus users and free of corporate jargon.

This strategy must be clear about how bus driver recruitment and retention will be improved. There should be more information about better conditions, pay, career progression and flexible working hours for bus drivers.

The operational model must also consider partnership and on this issue the CSTA strongly recommends franchising.

Partnership

For bus services to be sustainable and this vision achievable there must be increases in passenger numbers. The strategy must be clear about how it will be delivered: CSTA's view is that franchising will be required.

Integration

This principle must elaborate on improvements being made possible by integration with other transport strategies (e.g. Cambridge City Access). Buses can't run at regular time intervals with consistent frequencies unless priority measures allow them to avoid traffic jams.

8. How would you prioritise our strategies (see page 13 of the [bus strategy document here](#))? Please drag and drop the strategies into your preferred priority order, starting with your top priority first, or number them from 1 to 7 using the dropdown boxes, with number 1 being your top priority.

Our answer:

All of the above strategies are vital in persuading people to switch travel modes and 'trust the bus'. Is it appropriate to rank them when all the aspects are needed to work/balance with each other? All are required for a satisfactory bus experience and growth in bus journeys. However, given the need to rank, this is the order we would suggest:

1. Information and getting the message out
2. Bus services for rural areas
3. Value for money and simple, integrated ticketing
4. An integrated coherent network linking people to the places they want to get to
5. Getting to places quickly and on time
6. Bus services that people want to get on
7. Delighting customers

CSTA comments:

1. Bus information (fares, timetables, places served and stop locations) is currently

very poor. This will be a quick, easy and cheap improvement.

2. People unable to drive, or otherwise without a car, in rural areas are cut off from employment, educational, cultural and social opportunities.
3. There is, currently, a confusing range of tickets, mainly valid only on one operator's services, and queries to the driver about 'best value' delay boarding and lengthen journey times. They also discourage bus travel.
4. Operator maps must show other operators' services. There should be clear journey planning information with multi-operator ticketing and recognised interchange points.
5. Getting to places quickly and on time seems dependent upon the points above.
6. 'Bus services that people want to get on' are dependent upon the factors above..
7. 'Delighting customers' is an outcome if all the strategies above are effective.

9. Do you [have] any further comments on the Bus Strategy?

CSTA comments:

The strategy document and the consultation survey are poor quality with missing information and mismatched text between the strategy and survey. The survey fails to be accessible to many people, with the Bus Strategy Document having poor compatibility, in places, with screen-readers used by people with limited vision. The survey is, thereby, at a risk of not considering all user experiences when further developing the Combined Authority's strategy.

There are no references in the Bus Strategy document to 'disabled/disability', 'hearing loss', 'deaf', 'visual disability', 'sight loss', 'blind', 'reduced mobility' or 'mobility aids' nor other cognitive impairments. This suggests that the needs of a huge swathe of potential bus users have been disregarded. Design for all should make the service easy to understand for everyone.

The strategy is disappointing in its lack of vision and of specific aims and strategy for ensuring that bus services are fully accessible to people living with disabilities. There must be a clear strategy about accessibility.

The strategy must be explicit about pursuing bus franchising as the crucial step to improving bus services. (See the Cambridge Area Bus Users explainer: Bus Franchising, Quality Partnerships, and other ways of Improving bus services.)

The strategy must go beyond the bus stop and include access to the bus stop by connecting with wider strategies for pavements, pedestrian networks, cycling infrastructure and cycle parking.

While well-used buses running on fossil fuels are still better than private cars, there must still be a strategy to move to zero emissions which seems to be missing from this document.

Bus Strategy Consultation Team
Cambridgeshire & Peterborough Combined Authority
By Email

Cllr Chris Seaton
Portfolio Holder for Social Mobility
Fenland District Council

Dear Sir/Madam,

CPCA Bus Strategy Consultation Response

Thank you for the opportunity to comment on the above document as part of this consultation. We would like to submit this joint response on behalf of Fenland District Council (FDC) and the Fenland Transport and Access Group (TAG) to represent the interests of residents in Fenland with regards to transport.

Fenland Transport and Access Group (TAG)

The TAG has been in existence since the 1990s and brings together local agencies and organisations with similar aims and a specific interest in transport issues, particularly for people without a car. To ensure the basic needs of residents are clearly identified and fully understood, community engagement is an essential part of the TAGs work. By member organisations working together and engaging the local community the TAG is in a strong position to provide insight into local transport needs, to raise awareness of existing travel choices to assist with their ongoing sustainability and to undertake research.

The TAG has been involved in a wide range of projects and strategies. This includes the creation of a number of transport leaflets, the development of the Fenland Cycling, Walking and Mobility Aid Improvement Strategy 2022 and the Fenland Transport Strategy. It has delivered key research and consultation such as Access to Healthcare and bus infrastructure audits.

In 2020 the TAG produced a comprehensive Fenland bus services report detailing extensive consultation feedback from local people and research about bus services and local transport needs which was submitted to the CPCA to support the Bus Review process.

Headline Comments Regarding the CPCA Bus Strategy

The main comments that we are making in response to the consultation are as follows:

- The strategy provides limited detail on the actual proposals for bus services in rural areas. Whilst we welcome the strategy principles and suggested flexible approaches, we need further information to fully understand what this will mean for Fenland.
- We note the suggestion around integrated journeys for education, health, and social care. Whilst we are supportive of such approaches in principle, we suggest that the ability to achieve this should not be underestimated. The Fenland TAG and FDC have worked in partnership with the County Council and others previously to try and achieve such an approach. This is not something that can be achieved quickly or easily. It is essential that we see some quick win improvements coming from this strategy to the Fenland bus

network. There are concerns that stated approaches are complex and high risk meaning they may not achieve the overall plan.

- Whilst we appreciate that this is a high-level strategy there needs to be some understanding of where funding will come from to enable its implementation. We would have expected to see information setting out the approach to securing funding and any fall-back position should this be unachievable
- There is some reference within the document to congestion charging. Given the rural nature of Fenland and the access and transport challenges that already exist, the introduction of congestion charges is not something we would support. We are strongly opposed to such an approach in our area.

Attached is a document setting out a more detailed response to a number of the specific questions that were included in your online consultation. We trust these comments are helpful and we look forward to viewing the final strategy following this consultation.

Should you have any questions or wish to discuss this joint FDC and TAG response further please contact Belinda Pedler, Senior Transport Officer by email bpedler@fenland.gov.uk or telephone 01354 622318.

Yours sincerely



Cllr Chris Seaton
Portfolio Holder for Social Mobility.

CPCA Bus Strategy Consultation – Detailed Response

How much do you agree with the Vision of the Bus Strategy?

We strongly support the Vision of the strategy, particularly the commitment to a 'comprehensive' and 'inclusive' network. A key point for us is 'better connecting people to places across all parts of the region'.

As a rural district, our area has a high reliance on car which we would like to see reduced through better bus connectivity, particularly through more regular services at the right times and to places people need to travel. The bus network in Fenland has had a long period of decline and is now failing. We are grateful for the action taken by the CPCA to retender local bus services recently withdrawn by Stagecoach but more work is urgently needed.

How much do you agree with the Aims of the Bus Strategy?

We support the Aims of the strategy although we would like to see a more ambitious document that seeks to change the current network.

Better bus stop infrastructure is to be welcomed. A lack of this is a long-standing issue across Fenland. Many stops have no markers and residents are unaware that some bus stops even exist which is a fundamental barrier to the use of services. A critical issue that must be addressed to facilitate such infrastructure is the agreement for the ongoing ownership and maintenance of these assets. This tends to be barrier to the introduction of new infrastructure along with the funding to support their implementation, management and maintenance. Clear guidance on bus stop infrastructure should be included within the strategy along with a commitment to audit and improve current provision. FDC and the TAG have helped to deliver bus stop audits in Fenland previously and would be willing to assist with this work again.

Zero emission buses are included in the aims of the strategy. This is assumed to mean Electric Vehicles (EV). We fully support the introduction of these types of vehicles in Fenland. The appropriate infrastructure to support the use of these vehicles is essential along with the funding to fast track such improvements. At the present time the supporting infrastructure needed to operate electric vehicles is not sufficient in Fenland.

We agree that bus services and fares need to be simplified so they are easier to understand. Access to information is already a barrier as we are often told that people don't know what services are available and that information is difficult to find. We strongly support the suggestion that a single website should act as 'one stop shop' for transport information. The CPCA website goes some way to delivering this, however, details of all services operating through Fenland are not currently included. It is essential that such a website is regularly updated.

A key priority for FDC and the TAG is helping to support access to local transport. We would therefore like to offer our support with promoting service information and signposting users. We welcome the opportunity to discuss options for how we could work with you on this and would be happy to arrange a TEAMS meeting at your earliest convenience.

How much do you agree with the four main principles of delivering the Bus Strategy?

1. "Achieving a continuous cycle of passenger growth and service improvements"

We approve of the principle of continuous passenger growth and service improvements. The nature of transport provision will always require regular focus and investment to keep up with changing needs. Delivery of this approach would be a significant step change in Fenland given that our bus network has been declining for decades. It is suggested that

sustained and significant ongoing revenue funding will be needed to achieve this in a sparsely populated area such as Fenland.

We support the principle of encouraging more bus use and making services more viable. This in turn will provide better access and help reduce car reliance. However, the strategy introduction simply states it aims to 'double bus patronage by 2030'. Without clarity around what this means, the suggested target could create a biased focus on denser populations where more volume of patronage can be achieved, leaving rural areas like Fenland overlooked.

2. *"Using the best operational model of provision to achieve the necessary step change in the most effective way"*

We agree that the operating model of the bus network needs to change as it is failing us in its current form. The strategy sets out some of the key pros and cons of Enhanced Partnerships and Franchising. However, we need to understand greater detail about what each approach might mean for bus services in Fenland. Equally the information does not confirm which approach the CPCA is minded taking forward. We would therefore need more detail around this to comment.

3. *"Partnership"*

In 2013, FDC and TAG were pivotal in the creation of a Community Rail Partnership in Fenland which has been enormously successful. Drawing on this success the TAG has long felt there could be opportunity for a similar partnership to be developed for Bus Services. We therefore support this principle within the strategy and welcome the opportunity to be involved where this is appropriate. We feel it is particularly important that any partnership include local input to understand local needs and constraints, etc.

4. *"Integration"*

We support the principle of developing a bus network that caters for many different needs. Co-ordinating provision and resource makes sense in regards to economy, it could also improve access to transport information for all types of journey. Network integration should also extend to other forms of transport such as walking, cycling and railways. We would like to see specific mention of a strategic or fast long-distance route linking the north-south aligned market towns of Wisbech, March, Chatteris and Ely with Cambridge. It should also be made clear that radial routes will link towns and villages with Cambridge and Peterborough.

How would you prioritise the strategies?

Priority	Strategy	Commentary
1.	An integrated and coherent network linking people to the places they want to go	<i>This must be the starting point of any bus strategy. The current network is not fit for purpose and is failing in Fenland. Significant changes are needed.</i>
2.	Bus Services for rural areas	<i>This is essential to our area but must be incorporated within an integrated and coherent wider network.</i>
3.	Getting to place quickly and on time	<i>Rural services often run along indirect routes to increase passenger numbers and improve viability. However, this can make services much less attractive or convenient. A solution to this issue</i>

		<i>needs to be sought as part of the future network.</i>
4.	Information and getting the message out	<i>Currently the availability of information is a barrier to accessing existing services. This is something the TAG is particularly keen to work with the CPCA to improve.</i>
5.	Value for money and simple, integrated ticketing	<i>Bus fares need to be affordable for people on low incomes and also appeal as a good value alternative to car. Good access to fare information that is easy to understand is also important, particularly to attract and retain new users.</i>
6.	Bus services that people want to get on	<i>Good quality vehicles are important for accessibility, comfort and appeal. This is needs to be delivered in tandem with an improved network, better value tickets that are easy to understand and better marketing of services.</i>
7.	Delighting customers	<i>Passenger satisfaction is very important, however, this should be achieved as a result of delivering the priorities above.</i>

Do you have any further comments regarding the Strategy?

The strategy sets out what it is seeking to achieve, however, it does not suggest how any of it can be delivered or funded. These are a key consideration to shape any bus strategy and we would expect to see more detail regarding this included in the document. We acknowledge that the strategy will be supported by a revised BSIP, expected later in 2023, and this will set some of the funding and delivery detail. However, without this information it is difficult to provide full comments for this consultation.

There is some reference within the document to congestion charging. It is not clear exactly what is meant by this or whether this is only being considered for city centres. Given the rural location, the introduction of congestion charges would not be appropriate for Fenland and is therefore something we would not support.

The Fenland TAG Bus Service Report 2020 covers extensive comments and consultation responses regarding local services in Fenland, collated over a number of years. We are pleased that the report has been acknowledged in the strategy. However, we would like to see more of the content recognised.

We are pleased to see the Excel Bus service is included as one of the Case Studies. This is an excellent example of what could be achieved even in rural areas such as Fenland. Our final comments relate to the final pages of the strategy. The document ends abruptly on page 15 which makes the content feel incomplete and raises concern that part of the document is missing. We suggest a closing statement or conclusion should be added to the final version.



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Open to the public Monday to Friday from 9.30 am to 2.30 pm

30th January 2023

Mr T Bellamy
Interim Head of Transport
Cambridgeshire & Peterborough Combined Authority
2nd Floor,
Pathfinder House
St Mary's Street
HUNTINGDON
Cambs PE29 3TN

Dear Mr Bellamy

CONSULTATION – COMBINED AUTHORITY DRAFT BUS STRATEGY

Thank you for the opportunity to comment on the Combined Authority's Draft Bus Strategy.

In November of last year, this authority was pleased to give its full support to proposals for improved bus services in our city and the surrounding area put forward by the Ely Bus Working Group. These proposals were received by the Combined Authority in the week commencing 7th November, and there has been some limited email correspondence relating to them with your officers subsequent to that date. As a growing and thriving community, the City Council is keen to see the kind of public transport service that facilitates access to employment, education, commercial and leisure opportunities in our city and beyond. For that reason, we have elected to expand on our responses, beyond the simple questionnaire, and we trust that these will be helpful in finalising your strategy.

The following paragraphs follow the basic structure of your questionnaire.

The CA Bus Strategy – Vision

In broad terms, the City Council is supportive of the vision outlined in the consultation document but has a number of reservations about the lack of a timescale set out for achieving it and the availability of the significant capital and revenue resources required to realise the Combined Authority's ambition. Whilst a bold vision is required, that also needs to be something that is achievable within a reasonable timescale if it is to be credible. This is all the more important given the low base in terms of public perception and confidence from which the Strategy has to build. The absence of a timeline for achieving some of the key elements such as bus franchising is significant and should be addressed in the final version.

The CA Bus Strategy – Aims

Again, the City Council is broadly in agreement with the aims of the Strategy. In terms of convenience, we feel that there are numerous instances of the existing network being based on historic factors, rather than service specifications that take account of the changing needs of the population. We believe that whilst frequency ‘all day every day’ is maybe a long-term goal, in the short to medium term the emphasis should be on demonstrating that the bus network meets specific local needs at the time that people want to travel. Running empty buses when there is clearly little demand would be very damaging to the community’s belief in the vision.

Providing an attractive service is hugely important and we believe that effective marketing to attract new customers is a joint responsibility of the transport authority and the operators. Local authorities such as the City Council can also help with initiatives focusing on individual services where these have a specific benefit to the communities they represent.

Above all, the product on offer to users and potential users needs to be simple and understandable and available to as many people as possible.

What is however missing from these aims, which has direct relevance to other elements of the Strategy, is a lack of commitment to co-ordinate the bus network with the railway network, especially on corridors such as Ely-Cambridge where the train service offers a frequent fast mode of travel that should have good connections to the buses at either end combined with through ticketing to make the journey easier. Providing an express bus service along the same corridor without serving intermediate villages is a glaring waste of money and resources!

Delivering the Strategy

We agree that a continuous cycle of passenger growth and service improvement is desirable, but this needs to be expanded and targets set for these factors across the timescale of the strategy. Achievement of these staged targets would allow the Combined Authority to make positive statements about progress towards the ultimate goal, which would help to bolster public confidence that the long term vision is deliverable.

Whilst the City Council understands that in the longer term the franchising model may bring benefits, there appears to be little evidence from any location outside London that it is deliverable, at least in the short term. We therefore feel that some form of Enhanced Partnership should be the goal in the short to medium term, with all local authorities and bus operators making affordable commitments that will produce greater customer benefits and increased passenger numbers. We believe that presenting the network as a single entity should be an immediate target of such a partnership, with a common brand applied to the network, at least at a local level, as part of the marketing commitment. We have recently recommended this as part of a proposal for developing a sustainable bus network for Ely, which was submitted to the Combined Authority in November 2022, and believe that a similar approach could be applied successfully to other local networks in other parts of the county.

We are also of the view that local partnerships, in which the community becomes involved in a campaign to support the local bus service, have a role to play in certain circumstances. Local businesses could be encouraged to offer support services such as marketing and IT to the smaller networks to reduce the operator’s overheads and involving local volunteers in the development of the brand and simple exercises such

as door to door timetable distribution can bring the benefits of the service to a wider audience, thereby encouraging more passengers.

We fully support the premise that integration with other forms of transport would achieve economies of scale. This requires local knowledge to identify opportunities and we would be pleased to work with the Combined Authority to assess those in our area.

Elements of the Strategy

Our priorities, in order of importance are as follows –

1. An integrated coherent network. This should be a fundamental outcome of assessing where the demand for travel is and how it is met. We note however that within the network definition in the document there is no specific reference to services within market towns. The supposition that these can be provided by buses on an inter-urban network is a fallacy, as this is proven to import delays and unreliability to the service, with loss of public confidence as a result. Market towns such as Ely have sufficient concentrations of population to sustain their own services, and in the case of our city the projected growth in housing development will emphasise that still further. Integration with the rail service to Cambridge is also a local priority, to reduce the amount of car-borne travel in the peak periods.
2. Information. We believe that the lack of a cohesive and concerted marketing strategy for the county's bus network has been at the heart of its decline over the last 20-30 years. The product needs to be developed through detailed market research to identify customer needs, with targeted promotion to show how these needs are being met. This is a fundamental necessity for the development of any business. The Combined Authority has a responsibility to progress this, in order to maximise the value that it can secure from reducing subsidy payments over the period of its bus contracts.
3. Value for money and integrated ticketing. Demonstrating value for money and making the product easy to buy is a basic necessity. Integrated ticketing should also be targeted for bus-rail-bus journeys. The strategy also needs to reflect the trend towards increased on-line purchase of tickets, which whilst being more convenient for the customer also reduces the overheads for the operator arising from cash handling. Less transactions on the bus will also assist improved reliability.
4. Getting to places quickly and on time. This is clearly a priority for locations such as Cambridge and Peterborough and may therefore impact on inter-urban route reliability. As indicated elsewhere in this response, relying on inter-urban services to provide local transport in market towns is not favoured, as it imports delays and uncertainties to local journeys.
5. Rural areas. Whilst it is important to deliver benefits to isolated communities in rural areas, the proposed use of demand responsive services is not ideal, as they are a very expensive form of provision and rarely meet the needs of the user in terms of convenience and reliability, especially where connections to the conventional transport network are required. At a local level, many communities currently have the benefit of market day services into Ely. These should be investigated with a view to matching them to customer needs and options for more efficient scheduling, rather than the assumption that demand responsive services are the only solution.

6. Delighting customers. We are surprised to note that there is no reference to the ongoing problems of driver recruitment and retention in the strategy. The aim should be to simplify the job, remove some of the tensions arising from delays and to improve the relationship between the driver and his customers. Local networks with dedicated pools of drivers help this. Retaining drivers will mean that the costs of recruitment and training are reduced, and job satisfaction will be improved.

7. Buses that people want to get on and Delighting Customers are both part of the overall package, but of a lower priority than getting the network right, marketing it properly and providing value for money.

Any further comments?

We understand from the document and supporting information that the current network will effectively be 'frozen' until March 2024, during which time the Bus Strategy will progress towards formal adoption and provide a structure for further development.

Whilst the City Council is pleased to note that the uncertainty around the future of local services after March of this year has been removed by further investment by the Combined Authority, what we are left with is a group of local services that have missed the opportunity of providing much needed links. An obvious example of this is the City service 9A operated by Stephenson's. It now provides a half-hourly service on a limited circular route linking residential areas with the City centre, but misses out key destinations such as Sainsbury's, Tesco and the Railway Station, which in the past have been important sources of custom for a city service.

Two months ago, the City Council resolved to support a local initiative to start a dialogue with the Combined Authority that would promote and ultimately implement a sustainable local network for Ely, incorporating the City service, both Zipper routes and the 125 service to Little Downham. This proposal exhibits many of the elements that have now found their way into your draft Bus Strategy. We also believe that this network could deliver cost savings to your authority. We would therefore urge you to consider early discussions to develop these ideas within the scope of the existing contractual arrangements, to enable a better service to be delivered to our communities earlier than March 2024.

We would be grateful if you would acknowledge receipt of this response and confirm your intentions in respect of the Ely Bus Working Group proposals mentioned above.

Yours sincerely



Cllr Richard Morgan

The Right Worshipful the Mayor of the City of Ely and Chairman of the City of Ely Council

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Date: 20 February 2023

Representations made by Cambridge University Hospitals NHS Foundation Trust (CUH) to the Cambridgeshire and Peterborough Combined Authority (CPCA) Bus Strategy

Dear Sir

As Cambridge University Hospitals NHS Foundation Trust (CUH), we welcome the opportunity to comment upon the proposed new bus strategy, put forward by the CPCA, and write with the following response.

About Cambridge University Hospitals:

CUH is situated at the heart of the Cambridge Biomedical Campus and has over 1,000 beds, 12,000 members of staff and is one of the largest and best known acute hospital Trusts in the country. The 'local' hospital for our community, delivering care through Addenbrooke's hospital and the Rosie maternity hospital, CUH is also a leading regional and national centre for specialist treatment; a government designated comprehensive biomedical research centre; a partner in one of six academic health science centres in the UK – Cambridge University Health Partners (CUHP); and a university teaching hospital with a worldwide reputation.

CUH, together with its health system partners have secured funding from Government to develop the Cambridge Children's Hospital, a dedicated hospital which seeks to treat the whole child integrating physical health, mental health and research. In addition, our plans for the Cambridge Cancer Research Hospital are well advanced and in cohort two of the Government's new hospitals programme. Our further hospital development programme is clearly defined for the next decade through our Addenbrooke's 3 masterplan business case.

The Cambridge Biomedical Campus (CBC) is a significant part of the UK's and Europe's leading life sciences cluster, and is a vibrant, international healthcare community and a global leader in medical science, research, education and patient care. It is the largest employment site in Cambridge.

Whilst CUH occupies a significant portion of the campus, other CBC partners include The Royal Papworth Hospital, Cambridgeshire and Peterborough NHS Trust, the University of Cambridge, Medical Research Council, Abcam, and AstraZeneca.

Whilst economic success has been widely celebrated, it is now contributing to a shortage of affordable housing in the area and significant transport congestion as people are having to travel longer distances to access jobs and services. These negative consequences are being acutely felt by

CUH staff and visitors. Working in partnership, CUH is determined to lessen these impacts and is therefore pleased to provide our response to the CPCA's Bus Strategy consultation.

Our Understanding of the Bus Strategy:

We understand that the purpose of the Bus Strategy is not to examine detailed, granular issues around specific routes and services but more to outline the key, strategic aims, objectives, and aspirations of the Combined Authority. This will then enable further funding and shape the network to meet the needs of the people in the region.

The Bus Strategy has been developed to help facilitate many of the objectives of the emerging Local Transport and Connectivity Plan (LTCP) which CUH and CBC have both made representations on. The LTCP is the Combined Authority's long-term strategy to improve transport in Cambridge and Peterborough.

In addition to the LTCP, the Bus Strategy has also been prepared to reflect the ambition of the 'Bus Back Better: The National Bus Strategy' which outlined the Government's high-level objectives for bus services outside of London. Crucially, the key aims are to increase the volume of journeys that use a bus as a main form of transportation, returning to the level seen pre-COVID as a first priority, later exceeding it through providing more reliable and wider reaching services.

The CPCA Bus Strategy presents a vision which is: *The vision is for a comprehensive network of bus services across Cambridgeshire and Peterborough that people find convenient, easy to use, reliable and good value for money that is inclusive and offers a viable alternative to the car.*

The Strategy acknowledges that to deliver the Vision will 'rely on the delivery of a programme of evidence-based interventions across the Cambridgeshire and Peterborough geography. Bold decisions will be needed, backed by a steady, consistent, and determined approach to delivering a better bus network for all. Significant capital and revenue funding sources will need to be identified from various sources to realise our ambition.'

The Aims of the Strategy are based around three core attributes – these being: **Convenient, Attractive, Easy.**

The Delivery of the Strategy is then based around 4 main principles, with these being:

1. Achieving a continuous cycle of passenger growth and service improvement.
2. Using the best operational model of provision to achieve the necessary step change in the most effective way.
3. Partnership.
4. Integration.

The Strategy itself is based around the following strategy elements:

- An integrated, coherent network linking people to the places they want to get to.
- Bus services for rural areas.
- Getting to places quickly and on time.
- Value for money and simple, integrated ticketing.
- Information and getting the message out.
- Delighting customers.
- Buses that people want to get on.

CUH Response:

CUH, and more widely the NHS, face challenges regarding staff retention with a contributing factor being the unaffordability of either buying or renting housing. This is particularly true in the city of Cambridge where house prices, as a ratio to average earnings, are some of the most challenging in the UK.

Large numbers of staff face being priced out of living in or close to the city and therefore have increased dependency on modes of transport that allow longer distance travel. The environmental, health and wellbeing, and social consequences of private car travel are well understood by CUH. This

therefore means that CUH has a vested interest in access to improved bus services across the region that provide staff with a cost effective and reliable method of transport for commuting purposes. The current bus model, for our purposes, is 'broken'. Through our regular internal transport and travel engagement processes, the following (summarised) issues have been identified by our staff:

- **Traffic Congestion** results in delays to buses. This is heightened during winter months when less people are walking and cycling. Extensive roadworks, queuing for car parks, and recent changes to the highway have added to the levels of congestion.
- A general lack of **reliability and frequency** of regular services. Currently, buses do not offer a method of travel that can be relied upon for regular commuting particularly in rural areas.
- **Crowding** is also an issue that affects the reliability of bus services. Being unable to board at all are a deterrence to using buses.
- Boarding times resulting from **ticketing issues** causing delays and effecting reliability.
- **Customer information** is limited. The existing 'real time information' electronic displays are notoriously inaccurate and unreliable.

Given this context, **CUH strongly agrees with the CPCA's Bus Strategy 'Vision'**.

We also **agree with the Aims** of the Strategy which are categorised as Convenient, Attractive and Easy. We would like to see some further emphasis on interchange, affordability, and reliability although all aspects are touched upon in the supporting text.

Delivering the Bus Strategy focuses on four principles: a continuous cycle of passenger growth and service improvement, using the best operational model of provision, partnership, and integration. **CUH strongly agrees** with these 'delivery' aspects of the Strategy although there is substantial further detail that will need to be established in due course.

The continuous cycle of passenger growth and investment is essential for the long-term sustainability of buses in the region. Whilst badged as part of the Delivery Plan, this is also an output and a metric of success for all other elements of the Strategy.

The most effective operational model may result in the franchising of the network. Whilst this may be the most appropriate model, CUH is less concerned with operational model itself but does support that it could deliver '*greater network stability and local authority control over the design and delivery of an improved network of services with a sense of a single, integrated system and identity.*' If franchising is determined as being the best way of achieving these outcomes, then we support its continued exploration.

CUH supports partnership working. We have always sought to be collaborative and supportive in a sometimes-challenging transport environment and we will continue work in this manner. We would request that we, or CBC as an umbrella organisation, is part of the Bus Operator Forum referenced in this part of the Strategy. We already work closely with the Greater Cambridge Partnership (GCP) and their timely investments are critical for the ongoing management of CUH and CBC travel demands.

We understand that the objectives of the Bus Strategy and any future proposed changes to bus network and services are complementary to the GCP's proposals and we urge that partnership working with the GCP is undertaken.

Integration of public bus services with specialist types of transport is extremely important for both our staff and visitors. Community transport services and the existing hospital hopper bus service would benefit from an integrated and co-ordinated approach to service planning.

In terms of the specific Strategies, we make the following comments:

'An integrated, coherent network linking people to the places they want to get to':

The foundation of the Strategy is the transformation of the bus network to offer more buses to more places and will offer levels of service that have never existed before in the region:

- Services radiating out in all directions from Cambridge and Peterborough to market towns and villages. Some of these will offer more direct routes with fewer stops, making journeys faster.

- City services within Cambridge and Peterborough, including orbital routes offering direct links to peripheral employment and education sites.
- Services connecting market towns.
- Other local services in rural areas, including flexible services that run on demand with app booking, and community-based transport using minibuses and volunteer cars.

Different types of services will run, with all services operating at least once an hour. The most frequent will run every 6 minutes. All services will run from early morning through to the evening and on 7 days per week. The intention is to create a network that offers a real alternative to the car.

In areas of diverse and limited demand, demand responsive services (DRT) will offer the flexibility to make journeys.

The bus network will be integrated with local walk and cycle networks, and cycle parking provided at key bus stops and interchanges.

CUH strongly agrees with this element of the Strategy.

CUH staff work shifts that can finish at night or the early hours of the morning. As access for private vehicles becomes more limited and less financially viable, there has to be an effective, cost-efficient alternative for those staff working shifts. The provision of services into the evening for 7-days a week will benefit our staff and increase the attractiveness of using the bus and working at the hospital. We therefore welcome these proposed additional services hours.

We support the proposals to increase network coverage in villages and rural areas. Currently staff located in these areas have little genuine choice in how they travel to work and thus increasing bus services in these areas will benefit many of our staff.

We would also stress that with the delivery of Cambridge South Station, bus services that provide interchange with the rail corridor, will be hugely valuable for our staff and wider CBC. There are a number of villages or market towns that will have a direct link by train to the hospital campus – bus-based connections to these stations must form part of the ‘integrated and coherent network’.

We are pleased that ‘orbital connectivity’ is referenced. Much of Cambridge’s growth is on its fringes and the ability to travel through the city is increasingly challenging. Therefore, orbital connections that serve CBC and other major growth areas are supported. Additionally we would stress that ‘through services’ are part of the solution for Cambridge. Many services terminate in central Cambridge and require a change for onward connectivity to CBC which disincentivises bus based access for many staff and visitors.

Bus services for rural areas.

Consistent with our earlier response on delivering an ‘integrated and coherent network’, **CUH strongly agrees** with proposals for improved bus services for rural areas. We support the exploration of Demand Responsive Transport (DRT) but request that over reliance on such emerging service models is not at the expense of fixed route services where these can be made viable.

Getting to places quickly and on time.

This is an essential part of any transport network. However, the ability to deliver against this test is difficult in congested urban environments. Physical infrastructure has a role to play, and the continued high frequency use of the busway is very much supported. Traffic restraint as a principle is also supported but the means of doing so requires careful consideration and must be equitable. We therefore **strongly agree** with this strategy element but only offer conditional support to traffic restraint measures which require specific further assessment.

Value for money and simple, integrated ticketing.

Cost and ticketing can be a barrier to using the bus. We therefore **strongly agree** proposals to make ticketing more affordable, simpler and more integrated across services and modes of transport.

Information and getting the message out.

Clear concise information on routes and services is important. In a digital age, information can be provided readily as long as the applications and websites are clear, accurate and available. We would be hopeful that in time, the merits of bus network improvements are such that marketing is less important and that a well-planned network is intuitive for customers. **CUH therefore agrees** with this aspect of the strategy.

Delighting customers.

Safe buses and design features that encourage continued comfortable use of customers is clearly an important part of the future success of bus-based transport. **CUH therefore agrees** with this aspect of the strategy.

Buses that people want to get on.

As with 'Delighting Customers', a modern fleet of buses that changes perceptions around bus travel will be beneficial to attracting customers and creating the circular funding environment sought. Proposals which decrease the environmental impact of transport, assisting the transport network in its transition to net zero objectives are supported by CUH.

Early commitment to a minimum bus specification would be welcomed. This should cover safety, accessibility, and emissions but, importantly from a perception perspective, could also provide an illustration of the quality of bus that could be expected. **CUH therefore agrees** with this aspect of the strategy.

Summary:

In principle, CUH is supportive of many of the aspects of the Bus Strategy and recognises the positive outcomes that could be delivered within the Greater Cambridge area. In an area that understands the environmental challenges that must be addressed we are pleased that far reaching proposals are being consulted upon. There is clear synergy between the objectives of CUH, CBC and the CPCA and we are confident that ongoing collaboration and knowledge sharing can help bring about optimal outcomes for all parties.

We are therefore keen to continue to contribute positively to the further evolution of more detailed proposals and hope that we can be offered the opportunity to discuss the unique challenges faced by CUH and CBC as part the next round of consultations.

Yours faithfully



Carin Charlton

**Director of Capital, Estates and Facilities Management – On Behalf of Cambridge University
Hospitals NHS Foundation Trust**



CPCA CONSULTATION – BUS STRATEGY – CAMBRIDGE AHEAD RESPONSE FEBRUARY 2023

<https://cambridgeshirepeterborough-ca.gov.uk/bus-strategy/>

Cambridge Ahead's membership includes 51 of the largest employers in Cambridge and the surrounding region, representing a collective workforce of over 40,000 people. Cambridge Ahead (CA) advocates that **quality of life, across all communities, should be the guiding principle for the sustainable and inclusive growth** of the city region.

A key principle of Cambridge Ahead's work is that accessible, reliable, and sustainable transport options are central to quality of life in the city region. Our region is home to an internationally competitive economy, and as such should have world-class transport systems to enable a sustainable and inclusive economy. Reliable buses can form part of this vision, and we offer comments on the future bus network below. Nevertheless, we also reiterate our position that authorities must plan beyond a bus-centric system for the region; tackling the transport challenges we are facing can only be achieved through a truly multimodal strategy with clear roles for active travel and emergent modes like micromobility. Within the context of this wider position, we have developed this short response to the CPCA's bus strategy consultation as part of our continuous engagement with our local authorities on transport issues.

Bus strategy vision

Cambridge Ahead agrees with the overall goal of the bus strategy, insofar as the quality of life of people living and working in the region would be improved by having a comprehensive bus network that is convenient, easy to use, reliable, and which provides a viable alternative to the private car, but questions whether buses are the whole solution. The final strategy would be improved if this vision was accompanied by greater detail with regards to delivery and further integration with other strategies and relevant policies, and how the conflicting goals of coverage vs journey times will be resolved.

The bus strategy recognises that achieving its vision requires a fully integrated and planned transport system. In this regard, the strategy could do more to demonstrate explicitly the linkages with other policies and strategies which are relevant to its vision and aims. For example, the bus strategy identifies shortages of drivers as a significant challenge in delivering bus services but does not reference planning to address this in an integrated way with other policies or strategies, such as through use of the devolved Adult Education Budget. The only reference to the CPCA Employment and Skills Strategy notes the importance of access to colleges and universities but does not address skills as a potential barrier to delivering the bus strategy. Similarly, it is not clear where the bus strategy

intersects with the work of Connecting Cambridgeshire on autonomous vehicles or smarter travel, and Connecting Cambridgeshire is not referenced in the strategy itself. The relationship between the bus strategy and the Bus Service Improvement Plan could also be detailed more clearly. We recognise that the complex structure within which the bus strategy exists creates challenges of alignment, but greater integration with relevant CPCA strategies and wider policies would enable the bus strategy to reflect its vision of a fully integrated and planned system more tangibly.

This relates not only to including more detailed information about policies and strategies but also to partners in the region, some of whom will be responsible for delivering elements of this strategy. Partnership is rightly recognised as a key element of delivering this strategy but is only covered very briefly in the strategy itself - the strategy should make clearer which partners are involved in delivering which elements of the strategy. The bus operators' forum is identified as one important way of engaging partners and stakeholders, but other routes to partnership working (including rail and micromobility) should be identified.

Bus franchising

The bus network is faced with significant change and challenges to existing economic models for public transport which rely on a level of farebox revenue that is no longer feasible. The system's demand base is shifting in volume, time, and space; new technologies and transport modes are emerging; and sustained and significant population growth in the Cambridgeshire and Peterborough area is occurring. Bus franchising is mentioned in the bus strategy as a possible route to greater stability and control over design and delivery. This would represent a significant reform which could underpin many of the other proposals of the strategy. It is noted in the strategy that a public consultation would be conducted in 2023 if franchising is deemed an appropriate way forward. We would invite greater clarity within the bus strategy around the assessment of franchising being conducted and further detail of possible timescales.

Incorporating the bus strategy into a wider strategic transport plan

Accommodating the projected growth of the region in years to come will not be possible through investment in buses alone. As well as the need to demonstrate where the bus strategy intersects with and complements other existing strategies and policies in the region, it should also be acknowledged that this strategy – and buses generally – are only one part of the necessary vision for transport. Cambridge Ahead has long advocated for a unifying strategic vision which would bring together the principles and the detail of each area, within which this bus strategy should sit. This would make the coordinated, integrated and planned transport system envisioned in part by the bus strategy more realistic, with the bus strategy itself being too specific and limited in scope to play this role,



and lacking solutions to public transport in areas (and times of day) when bus provision is uneconomic.

Crucially, this strategy would be strengthened by clearer consideration of the seismic changes in travel habits and patterns in recent years. Behavioural shifts associated with the pandemic have created new challenges and new opportunities, and understanding these will be central to promoting the adoption of new ways of moving through and around the region. Cambridge Ahead intends to provide vital evidence in this regard through the New Era for the Cambridge Economy (NECE) research. The first NECE report, published in 2022, exposed how the pandemic changed behaviour, rewiring habits and disrupting routines. We hope to play a central role in continuing to bring these insights into the policymaking conversation, to help civic, academic, business and community leaders to see movement and access in a new light, and to build consensus to drive the sustainable, reliable and accessible transport agenda forward. We intend to continue to share this work with transport authorities in the region and nationally, with the ultimate aim of supporting a fully integrated strategic transport plan for the region.

Zaneta Adamczyk
The Cambridgeshire & Peterborough Combined Authority
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Huntingdon
Cambs
PE29 3TN

Bus Strategy for the Cambridgeshire and Peterborough Combined Authority

Dear Zaneta,

Bruntwood SciTech is pleased to respond to the current consultation on the Combined Authority's Draft Bus Strategy. We are the UK's leading provider of Innovation Districts and Science Parks, operating across the UK with plans to strengthen our presence further in the Cambridge city region. We are long term investors, developers and operators with an overriding commitment to create thriving cities and city regions by providing infrastructure and support to science and tech businesses. We are a 50/50 joint venture between Legal & General Capital and Bruntwood, who are a regional commercial property company with £1.5bn assets, 3,000 business occupiers within its portfolio and employing more than 1,000 colleagues.

We acquired Melbourn Science Park from TTP in April 2021 and have a major investment plan to improve the facilities and create new employment within the area.

We welcome the decision of the Combined Authority to produce the bus strategy and to encourage a local conversation about the role that buses need to play as part of the transport mix in the city region. We agree with the sentiments expressed in the strategy about the key role that buses will need to play, both locally and nationally, as we transition to a zero carbon future.

We see the climate emergency as the biggest single long term challenge that we face. Bruntwood was the UK's first commercial property company to join the Net Zero Carbon Buildings Commitment, demonstrating its commitment to a more sustainable built environment

with an objective to achieve net zero operational carbon by 2030. The transport sector is the biggest single contributor to UK CO2 emissions and urgent action is required. Ensuring good quality alternatives to the private car will be fundamental to the task of reducing these emissions as well as improving local air quality.

As a business with a growing presence in Cambridgeshire and experience of operating in seven city regions in the UK, we recognise good transport links as being an essential prerequisite for economic and social prosperity. We work in partnership with various other local authorities including Greater Manchester to provide private sector input towards the development of their transport strategies.

For our plans at Melbourn to be successful we must ensure that the facility is well connected so that businesses can attract and retain talent from a broad catchment that includes Cambridge, the surrounding villages, Royston and London. This requires having good cycle and pedestrian links alongside a public transport network which offers an attractive alternative to the car for those who have a choice, and an essential level of connection for those who don't have access to a car.

We fully support the aims and objectives of the draft strategy, in terms of the importance of providing good links within the city of Cambridge, links to the towns and villages that surround it and connections between those places. It is also recognised that with current constraints on public expenditure that a degree of prioritisation is necessary in deciding what services to support and at what frequencies.

Melbourn Science Park

We currently have around 750 employees across the different businesses on the park which include TTP and AstraZeneca. Through our development plans, this could double in the next 5-10 years.

As part of an exercise to establish current attitudes to travel choices among employees at the Melbourn Science Park a questionnaire survey was distributed, attracting responses from 114 employees on the site. The survey asked where employees travelled from, how they currently travelled, what might encourage them to use public transport and whether, if a subsidised bus service was provided to the site, they would make use of it.

On the basis of the survey responses, while most employees are currently wedded to using their cars due to the convenience they provide, just under half would be prepared to use a bus if the service met their needs:

- Just under a quarter travel by non-car modes, with only around 2% travelling by bus
- 46% said they would use a subsidised bus connection, either all the time or occasionally. (20% all the time and 26% occasionally).
- Of those, two thirds would use a connection from Cambridge while the other third would use a link from Royston.

We do not claim that this survey is fully representative but it does provide a useful insight into the challenges of encouraging users in a non-urban environment to switch their travel mode. For this to be considered would require the alternative bus service to be reliable, convenient and affordable. While the new 2 hourly Service 26 between Cambridge and Royston via Melbourn introduced last year is an improvement following the cancellation of Stagecoach's service that left the village without any bus service, **it is not frequent enough for those to use to travel to work.**

While we understand that this strategy is not concerned with individual routes and specific locations, from our perspective as a business seeking to limit car use to our site in Melbourn, we would see the following as being important components of a future bus service:


- Two services an hour and preferably three at peak times between Cambridge and Royston, via Trumpington Park and Ride and Melbourn.
- Improved connections between Melbourn Science Park and Meldreth Station
- Investigate the feasibility of demand responsive services from smaller villages surrounding Melbourn.

We would also add that from our experience of bus operation in other city regions, we do not see the current deregulated system in Cambridgeshire as being fit for purpose. There have been over thirty years to prove it is capable of rising to the challenge of delivering an integrated service and we would argue it has failed to do so. We believe that although it will have challenges a Franchising Scheme would bring buses together with other modes under overall

coordinated control and we see this way forward as the best opportunity to try to arrest the long time decline in bus use.

As a business that is committed to working in partnership with local authorities and local communities, we would be keen to explore how we can work collaboratively to improve the current public transport offer in Melbourn for the benefit of the wider community. We therefore hope that the Draft Bus Strategy and this response to it is the beginning of a conversation with local partners on this important issue, rather than a one off exercise.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jamie Clyde', with a long horizontal stroke extending to the right.

Jamie Clyde

Director of the Southern Region and Innovation Services

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