



Cambridge Area Bus Users

Working for bus passengers in and around Cambridge

Minutes of the Inaugural General Meeting Saturday, 2 June 2018

The Inaugural General Meeting of **Cambridge Area Bus Users** was held in the Conference Room, 3rd floor, Cambridge Central Library, 7 Lion Yard, Cambridge, CB2 3QD on Saturday, 2 June 2018 at 2 pm.

1. Attendees:

See appendix 1

Where publicly available, hyperlinks are provided to provide details of individuals &/or organisations.

2. Apologies for absence:

See appendix 2

Where publicly available, hyperlinks are provided to provide details of individuals &/or organisations.

Councillor Mike Sargeant kindly chaired the meeting during the election

3. Election of the Executive Committee

All positions were elected by assent of the meeting and carried, nem. con.

3.1. Secretary

Richard Wood, nominated by Lilian Rundblad, seconded by Barbara Taylor

3.2. Treasurer

Richard Cushing, nominated by Richard Wood, seconded by Barbara Taylor

3.3. Unspecified

John Simpson, nominated by Richard Wood, seconded by Alice Zeitlyn

3.4. Unspecified

Simon Norton, nominated by Richard Wood, seconded by Richard Cushing

3.5. Unspecified

Wendy Blythe, nominated by Lilian Rundblad, seconded by Barbara Taylor

3.6. Unspecified (Admin on Facebook)

Jackie Cook, nominated by Sasha Wilson, seconded by Mike Sargeant

3.7. Unspecified

Clare Wilson, nominated by Sasha Wilson, seconded by Simon Norton

3.8. Unspecified

Ruth Greene, nominated by Ceri Galloway, seconded by Jane Wheatley

3.9. Chair and vice-chair

It was proposed that the Executive Committee elect the chair and vice-chair of Cambridge Area Bus Users. Carried, nem. con.

It was proposed that the chair and vice-chair of Cambridge Area Bus Users, be confirmed in post at the next General Meeting. Carried, nem. con.

At this point the secretary, Richard Wood assumed the chair.

Anshel Cohen, kindly agreed to minute proceedings

4. Adoption of the Constitution

- 4.1. **Richard Wood** proposed that the meeting adopt the constitution, as it had been subjected to thorough email debate. A significant number of attendees expressed the wish for further debate.

4.2. Section 2 Aims and Objectives

Tony Booth from North Trumpington: The aims and objectives need strengthening- e.g. that City and surrounding need a bus service that works well for all people of Cambridge. Neither does our current system work for pedestrians e.g. unsafe double deckers.

Susan Stobbs: At the moment, dealing with nitty-gritty of bus services doesn't deal with need of city for a transport system fit for C21, so we need a wider remit.

Wood: We need either minor amendments today, or agree to adopt constitution but task Executive Committee with improving constitution and bringing it to membership (at next General Meeting).

Booth: Aims and objectives- "to foster discussion and understanding" isn't enough. We need a service that's far better for the citizens of Cambridge.

Wood: Executive Committee to discuss this, and submit to another meeting.

Simon Norton: Some would say [Booth's point] is covered by 2.2.

Wood: We need to improve it. Wood has done a lot of discussing improvements – but it's harder for people who've joined discussion recently. He's doing his best through mass emails. But we need a system used by other groups where you can just join an email discussion group.

John Hague, S Trumpington: Supports Booth, if the meeting supports idea- it should be a direction not suggestion.

[? from Newtown? Newnham]: strongly support idea of taking away and feeding back in.

Wood: If we have suggestions, they're being minuted. If we have proposer and seconder, Executive Committee will take into account these points, discuss them and bring them to next general meeting. We need a deadline for next general meeting.

Jocelynn Scutt: The villages are hugely poorly served by the transport system, we need to take into account rest of county – are we Cambridge Area or Cambridgeshire Bus Users?

Claire Daunton: Endorses above remark. Many people would like alternative bringing cars to city or using P&R.

Barbara Taylor: "Cambridge Area" is surrounding area. Where as "Cambridgeshire" includes e.g. Wisbech – too far away.

Kevin Price, GCP assembly member: Cambridge Area Bus Users covers city area and most of S Cambs.

Wood: Do we vote on area now or leave it to executive committee? R Wood "Greater Cambridge bus users"

Edward Leigh: "Greater Cambridge" is almost defined as Cambridge and S Cambs, but actually we'd want to serve parts of East Cambridge. So Cambridge Area may work better.

Wood: If we define it too tightly, "you're out of our area" – too loosely, we're not really able to serve Wisbech, March.

Antony Carpen, Custodian of Dragon Fairy: Definition could be that you travel on a bus to/through Cambridge or surrounding areas, irrespective of where from.

Norton: Should we include the Wisbech area- as a month ago Stagecoach pulled out, traumatic for Wisbech, Secondly, MP for Wisbech constituency has close ties with Mayor, so it would be useful to have someone who lived in that constituency, who could correspond with their MP.

Wood: Would people be happy for that issue to be examined at Executive Committee's first meeting, we could accept constitution as here – but give EC job to refine it, we need to be a constituted body to be said to exist, either adopt new constitution, or give directive to EC to improve constitution in line with points minuted today, and bring it to a general meeting. We need a constitution for a bank account, signatories etc. People can propose and second motion for things to be changed today. Or we can have motions for wording that incorporates certain things, which Executive Committee can discuss.

Scutt: Refer to Section 9 of constitution. We need to agree if this is how we'll amend it.
Hague: Section 9 "No additional alteration except by special resolution", this should get us round that particular problem.

Proposed Hague, seconded Susan Scott: Special resolution that for the moment **we adopt this constitution as written; Executive Committee will draft improved constitution** in line with minutes of today, and submit it to membership for comment, and then call a general meeting at which members adopt revised constitution.

Proposed Wood, seconded Sasha Wilson: **we adopt current constitution on the proviso above. Carried nem. con.**

Booth: deadline for Executive Committee to revise, submit constitution to members, call meeting should be three months.

Norton: deadline should be extended beyond three months.

Wood: conflicts with school summer holidays

Agreement that deadline for Executive Committee to complete above will be four months. carried nem. con.

Ceri Galloway, Cambridge Green Party: 2.2. could be something like "to make representations on behalf of bus users within context of integrated transport system for Cambridge and villages".

4.3. Section 6 Executive Committee

Carpen: Should we have a standing item to invite colleges to elect representatives to sit on this committee, at the start of every school/college year. No preference on numbers. Should have x number of committee members reserved for students.

Ruth Greene: But if you have too many people on EC, people will huddle

Barbara Taylor: Suggests contacting Hills Road and Long Road.

Clare Wilson: Husband works at Long Road, so could co-opt someone there.

Wood: Could do a consultation group (ie not Executive Committee) of young people.

4.4. General

Sargeant: If we're not careful, people will get bogged down in constitution. Probably better to look at issues, use email addresses for constitution. Especially as people will start to peel away in 20 mins – need to allow time to discuss.

5. Involvement of membership in redrafting constitution and other matters

Wood: After January meeting some handwritten email addresses that weren't quite legible. If you think you've not been in touch with group before, write down Secretary, Richard Wood's, email address: wood.in.mill.road@gmail.com

Wood: In the interim, this email will be point of contact – but need to set up a google group, yahoo group or similar. Which hides your email address and preserves data security. So far, we've had some Bcc (blind copy) emails due to involving councillors who people hadn't consented to share their email addresses with.

6. Membership Fees

Wood: Would like Membership fees coming in before people leave, and then hand them to treasurer, to get room hire fee of £49.22 – paid personally by Richard Wood – reimbursed.

Wood: Norton has pointed out that another group he's involved in has reciprocal arrangements for affiliation, where no money changes hands.

Proposed Wood: that Executive Committee is charged with deciding affiliation arrangements (there are none as of yet). Carried nem. con.

Wood: hope most people want to become individual members.

Booth: There should be a form of words that says no people should be excluded from membership due to inability to pay. Proposal of 'a membership contribution of £5'.

Proposed Wood: **'Members are invited to make a contribution to defray expenses of group, suggested around £5 per family per year'**.

Proposed Booth, Seconded Carpen: **Wood's proposal above accepted on proviso that explicit wording be added to Section 4.2. of constitution – "No-one shall be excluded from membership through inability to pay."** Carried nem. con.

Peter Landshoff: have you looked at GiftAid?

Wood: No

[Name not recorded]: Would need to be registered charity to use GiftAid.

7. Letter to Mayor Palmer and response

Wood: Letter had been sent to Mayor Palmer of the Cambridgeshire and Peterborough Combined Authority, on Monday, 12 March 2018, outlining Cambridge Bus Users Group's concerns from January meeting. This had been the subject of intensive redrafting through exchange of emails. (See appendix 3 for text of email and full letter.)

Wood: Main thrust of letter to J Palmer: No-one is in charge of our transport system, e.g. split between Operators, County Council, Mayor.

Wood: People who haven't seen letter can email wood.in.mill.road@gmail.com.

Wood: Thank you to all who contributed. Final letter huge improvement on his original draft.

Wood: Response from Palmer has been silence.

All MPs in area were cc'd in, as were board members of GCP and CA.

Heidi Allen, Senior Caseworker replied thanking for Cc-ing her in letter.

Lewis Herbert, Kevin Price, and Daniel Zeichner MP, discussed re letter. All have agreed to contact Palmer and ask him to engage with us.

Sargeant: on Scrutiny Committee of Cambridgeshire and Peterborough Combined Authority and can ask Palmer on June 25th meeting how he engages with groups like ours.

Price: Palmer views buses as non-worthwhile. Cyclists, Drivers are listened to – bus users aren't. e.g. Cycling Campaign do a fantastic campaign for cyclists, we should have similar for bus users. Recommends keeping going to CA meetings. And keep asking him to use his powers e.g. over franchising.

Greene: has had correspondence with Palmer re C2 Changes. Got a reply from Ellis – policy adviser for Palmer. Mayor knows we are disappointed. She read out this email, which she can forward to those who are interested. Feels as if this is 'talking to the hand'. Palmer is talking long term, but Greene is thinking short-term.

Peter Topping: Works with James Palmer, advises this group that we need to get some traction to demonstrate wider support, and then go back in. Do that, and then go back to the mayor rather than going back to him straight away.

Norton: Now we're a constituted organisation, we can write to Palmer saying so, and that this letter has been endorsed by this meeting.

Carpen: Next meeting of Cambridgeshire and Peterborough Combined Authority Board, chaired by Mayor, is Wednesday 27th June 2018 10:30am - 12:30pm

Location: Cambridge City Council, Council Chamber Room, The Guildhall, Market Square, Cambridge, CB2 3QJ.

Questions to be asked must be submitted three working days in advance.

[Unrecorded]: Haven't seen the letter. Contents please.

Wood read out first (summary) page of open letter to Palmer.

Booth: Is opposed to metro, too expensive, not good for carbon emissions. Shouldn't endorse broad support for metro in our letter.

Wood: There are different views on metro. Wood has two worries about metro: 1) it's too far in the future, but right now, we can improve buses, 2) If metro is built, will bus services be even more neglected and allowed to wither away.

Wood: Any future letter/email will be drafted by the Executive Committee.

Price: Rather than rubbishing metro, we can work with the plans for metro. Though Price doesn't see letter to Palmer as supporting metro.

Carpen: Supports light rail, and also buses. He looks after a dragon. Has researched former tram network – one of the reasons why he's in favour of light rail for long term expansion in Cambridge.

Wood: Could leave it as a personal decision for individuals to support/oppose metro/light rail. Cambridge Area Bus Users is a bus users group, not campaigning on light rail etc.

Galloway: Green Party wrote re their concerns on metro, integrated transport to Palmer and will have a meeting this month. If we can input some things to the meeting, that would be useful.

Wilson: We need clear things to achieve, get people to listen, to attract attention, e.g. petitions. Could ask a question at 27th June.

Wood: Executive Committee to be charged with next approach to Palmer, and consult with membership.

8. Campaigns and expansion of membership

[Unrecorded]: We should be campaigning, be more vocal, to get Palmer to listen.

Scutt: On 27th June, for meeting of Cambridgeshire and Peterborough Combined Authority,

someone could have placards and slogan – what we're really campaigning about is improvements to bus services, so that we'll get a profile and get people to join organisation, to agitate and show that we mean business.

[Unrecorded]: Can we take placards into the meeting?

[Unrecorded]: No, not permitted.

Wood: Can have placards outside of guildhall.

Rundblad: It's important to have focused questions at meetings. Need to address matters on agenda. Could get new Cambridge Independent newspaper on board with a campaign. Wood mentioned Stagecoach East's Andy Campbell's recent anti-franchising piece in Cambridge Independent, and that Charlie Hamilton MD of Whippet will write a response for them.

Rundblad: Palmer only uses Twitter, not Facebook.

Linda Fairbrother: Sympathetic to idea of buses being made better now – but we won't achieve anything unless we're a group that seems big, as if it means business. We need to have some clout for politicians, bus companies to care. Need as many members as possible.

Amanda Taylor: We should take young people and bus services seriously. We need to look at campaigning on bus ticketing and young people. If possible, we should have stalls at freshers fairs in September at e.g. Sixth Form colleges in Cambridge, others suggested Village colleges too. To encourage young people to become members.

Daunton: People in this room have seen Fulbourn, Trumpington services cut – need to campaign on those.

Sargeant: We don't have a public transport system – it's a private transport system. County has very limited control over bus services, with main players as Whippet and Stagecoach. Need to direct energies at politicians and operators. E.g. in Exeter, Stagecoach has through ticketing (i.e. an hour long ticket). We could ask Executive Committee to look at examples where operators are giving a better service elsewhere – can then ask, why are you doing better elsewhere? You should do that here.

Rundblad: Can ask about how Oxford successfully runs bus system

Wood: could get in touch with Hugh Jaeger of Oxford group (attended January meeting).

Galloway: Can advertise with Trumpington Neighbours and Trumpington Residents' Association – would get our group a lot of members. In Falmouth, they have an integrated Falmouth to Truro day ticket for train, bus, ferries- that's the future she wants to say.

Hague, S Trumpington: Was part of a group in Trumpington, had a questionnaire in post office, had a huge number of people signing it. Could protest decision to move number 7 using signatures. Cambridgeshire County Council Environment Committee had number of people at meeting, but they wouldn't allow us to speak. Council said, 'What do you expect us to do? As Stagecoach is a private company'. His group responded that councillors should try to speak to Andy Campbell etc. If we have a similar petition around city, could get huge number of people signing it. Press release our actions, use Cambridge Independent, also use BBC Radio Cambridgeshire Breakfast Show.

[Unrecorded]: Andy Campbell does turn up to public meetings – when we have enough of a profile, he would turn up

Hague: Have you taken into account Equality Impact Assessment of bus service changes on disabled, young people etc.

[Unrecorded]: Stagecoach don't need to as a private company.

Hague: Stagecoach told Trumpington residents that Astra Zeneca had canvassed them to change route to the quicker route that avoids Trumpington. But later Stagecoach denied this. Should we canvass Astra Zeneca?

Jim Rickard, Shelford: Shelford Residents' Association wanted a more direct service into Cambridge- for Shelford and Sawston, 7's reliability has improved massively and it's better for them. Highlights the complexity of situation.

Wood: As long as everyone is served adequately, with a reliable service – that's our objective. Let's stop discussing route 7. We all want improvements – let's not argue with each other on 7.

Booth: Stagecoach says that they hate their buses coming into Cambridge, as there's so much congestion. He's part of a group about freeing Cambs of cars. Our campaign should align ourselves with campaign to reduce car traffic in Cambridgeshire.

Wilson: Same as with metro – the last thing we should be perceived to be is anti-car.

Wood: Should ask people how they'll improve bus reliability – that's our issue.

Leigh: Everyone wants better bus services. Stagecoach can only run profitable buses. We have to answer question, how will additional services/routes pay for themselves? Or if there

is pent-up demand for a service that could be profitable, that's for a conversation with operators. For running unprofitable services, we have to lobby for bus subsidy cuts to be reversed – although these are competing with social care, children's services etc.

Jamie Dalzell: There are many good campaigns e.g. Camcycle. We need to make sure we are also effective. A lot of that is with evidence and data. Cambus Ltd, January accounts are very useful- they make more money than most Stagecoach companies. We should be raising aspirations re bus usage – 30 trips per person per year low for a city this size.

Greene: Citi 2, we, who live on Mill Road – have seen cut to number of citi 2 buses going to Addenbrooke's. Mill Road is very congested.

Emily Yates, from Association of British Commuters, friend of Simon Norton: Started Association of British Commuters with another Simon. They want to spread on the same model around, this kind of area is their next step, and integrated transport is next step, you want MPs to be coming to you as happened with ABC. They feel that we can't have weighting towards rail commuter, when transport is integrated. They want to see how they can help, as they are going to start commuter rail campaign to here.

Bill Handley: We need to leave meeting with plan. 1) Build membership 2) gain campaigning expertise, 3) see how other cities have fixed problems, 4) Plan a campaign. If we nibble around edges, doesn't get us anywhere. Take each specific route in to account in a rounded campaign.

Carpen: Suggested a directive to Executive Committee to organise a petition in early September when students are starting school/sixth forms calling on Cambridgeshire and Peterborough Combined Authority Mayor, Cambridgeshire County Council, bus operators, to significantly improve bus services around Cambridgeshire. Can use online/offline means to get people to sign petition and expand membership, get contact details.

9. Meeting ended

Membership fees and donations totalling £172.50 were collected.

Note: These minutes have the status of draft minutes until approved or corrected at the next General Meeting of Cambridge Area Bus Users.

Any errors, or omissions should be reported to the secretary of Cambridge Area Bus Users at the earliest opportunity.

List of attendees			
Forename	Surname	Position	Organisation &/or interest
Alice	Zeitlyn		<u>Cambridge Older People's Enterprise</u>
Alison	Wilson		<u>Histon Road Residents' Association</u>
Amanda	Taylor	Councillor	Cambridgeshire County
Ana	Rodriguez		Windsor Road Residents' Association
Anshel	Cohen		<u>Smarter Cambridge Transport</u>
Antony	Carpen	Blogger	A dragon's best friend
Barbara	Taylor		<u>Federation of Cambridge Residents' Associations</u>
Bill	Handley		
Carol	Leonard	Chair	Mayfield Seniors' Group
Ceri	Galloway		<u>Cambridge Green Party</u>
Cheney	Payne	Councillor	Cambridge City
Claire	Daunton	Councillor	South Cambridgeshire
Clare	Wilson		Waterbeach
Damien	Tunnacliffe	Councillor	Cambridge City
Edward	Leigh	Chair	<u>Smarter Cambridge Transport</u>
Emily	Yates		<u>Association of British Commuters</u> , Brighton
Geoff	Harvey	Councillor	South Cambridgeshire
Glenys	Williams		
Irene	Hills	Councillor	<u>Teversham Parish</u>
Jacqui	Davies		
Jamie	Dalzell	Councillor	Cambridge City
Jane	Wheatley		Mulberry Close
Jim	Rickard		
Jocelyn	Scutt	Councillor	Cambridgeshire County
John	Hague		South Trumpington
John	Simpson		Comberton, accessibility for blind people
Kevin	Price	Councillor	Cambridge City
Lilian	Rundblad		<u>Histon Road Residents' Association</u>
Linda	Fairbrother	Chair	Residents' Association of Old Newnham
Martin	Thorne		
Matthew	Danish		
Mike	Sargeant	Councillor	Cambridge City
Pat	Handy		
Peter	Topping	Councillor	South Cambridgeshire
Peter	Landshoff		<u>Cambridge Ahead</u>
Pippa	Heylings	Councillor	South Cambridgeshire
Richard	Price		
Ruth	Greene	Patient Governor	CUH Addenbrooke's
Sasha	Wilson		
Simon	Norton	Secretary	<u>Cambridgeshire Campaign for Better Transport</u>
Simon	Tilley		<u>Association of British Commuters</u> , Northampton
Susan	Stobbs	Chair	<u>Friends of Midsummer Common</u>
Tony	Booth		Trumpington/Newton

This list is compiled from those who signed in, those who spoke and those who paid a membership fee or donation. If you find any errors, please email the secretary of Cambridge Area Bus Users at the earliest opportunity.

Please note that I have no contact details for **the three attendees marked in bold red**. If you know any of them, please forward these minutes to them, and encourage them to email the secretary.

List of people offering apologies for absence			
Forename	Surname	Position	Organisation &/or interest
David	Bailey		<u>Cambridge Older People's Enterprise</u>
Eric	Bentley		Rural bus services
Rosemary	Bentley		
Rosemary	Bentley		Rural bus services
Wendy	Blyth		<u>Federation of Cambridge Residents' Associations</u>
Anna	Bradnam	Councillor	South Cambridgeshire
Lisa	Buchholz		<u>Federation of Cambridge Residents' Associations</u> <u>Friends of Stourbridge Common</u>
Jim	Chisholm		<u>Cambridge Cycling Campaign</u>
Jackie	Cook		
Brian	Cooper		
Sandra	Crawford	Councillor	Cambridgeshire County
Richard	Cushing		
Robert	Dryden	Councillor	Cambridge City
Emma	Fletcher		<u>Shelford & Whittlesford Rail User Group</u>
Oscar	Gillespie	Councillor	Cambridge City
Jamie	Goodland		
Jane	Goodland		
Lewis	Herbert	Councillor	Cambridge City
Linda	Jones	Councillor	Cambridgeshire County
Ian	Manning	Councillor	Cambridgeshire County
Colin	McGerty	Councillor	Cambridge City
Michael	Page		<u>Hurst Park Residents' Association</u>
Jane	Phillips		
David	Plank		<u>Trumpington Residents' Association</u>
Judith	Rattenbury		
Mark	Reader		
Andy	Smith		
Cheryl	Smith		
Hazel	Smith	Councillor	South Cambridgeshire
Pam	Stacey		<u>Trumpington Residents' Association</u>
Hugh	Taylor		
Katie	Thornburrow		
Katie	Thornburrow	Councillor	Cambridge City
Mike	Todd-Jones	Councillor	Cambridge City
Susan	van de Ven	Councillor	Cambridgeshire County
Bunty	Waters	Councillor	Cambridgeshire County
Daniel	Zeichner	MP	Cambridge

This list is compiled from those who contacted the secretary. If you find any errors, please email the secretary of Cambridge Area Bus Users at the earliest opportunity.

**Email and letter from Richard Wood to
Mayor James Palmer of
Cambridgeshire and Peterborough Combined Authority**

From: Richard Wood <wood.in.mill.road@gmail.com>
Subject: Cambridge Area Bus Users – Concerns about service provision
Date: 12 March 2018 at 09:26:39 GMT
To: Mayor James Palmer <james.palmer@cambridgeshirepeterborough-ca.gov.uk>

Dear Mayor Palmer,

We know that you, like us, are unhappy about many of the recent service reductions and reorganisations to local bus services.

I have been delegated, by the Cambridge Area Bus Users group, to write to you, as the elected mayor of the Cambridgeshire and Peterborough Combined Authority, raising our concerns.

In the attached letter, we set these out and offer our views on how these might be tackled.

We have written to you, the Combined Authority Mayor, in the belief that you have the key role in co-ordinating local transport and in working with other stakeholders to achieve this.

We are keenly aware that all that you might wish to achieve – and all that we hope you will achieve – is dependent upon the cooperation of the local authorities who are contributors to the Combined Authority, on the cooperation of the Greater Cambridge Partnership, and could be aided by the goodwill of our seven local MPs. Indeed the inaugural forum of Cambridge Area Bus Users was addressed by Cambridge's MP, Daniel Zeichner, and by Cllr Ian Bates, Chair of Cambridgeshire County Council's Economy and Environment Committee, and Greater Cambridge Partnership Executive Board member.

As a matter of courtesy, we have Cc-ed local MPs, Combined Authority board members (save for Messrs Reynolds and Ablewhite, representing Fire and Policing matters) and Greater Cambridge Partnership board members.

Yours sincerely,

Richard Wood
On behalf of Cambridge Area Bus Users

33 Perowne Street
CAMBRIDGE
CB1 2AY

House: 01223 504813
Mobile: 07930 345402
wood.in.mill.road@gmail.com

Cc: Cambridgeshire and Peterborough MPs
Cambridgeshire and Peterborough Combined Authority Board Members
Greater Cambridge Partnership Executive Board Members

Richard Wood
33 Perowne Street
CAMBRIDGE
Cambridgeshire
CB1 2AY

Phone: 01223 504813

Mobile: 07930 345402

wood.in.mill.road@gmail.com

On behalf of Cambridge Area Bus Users

Monday, 12 March 2018

Mayor James Palmer
Cambridgeshire and Peterborough Combined Authority
james.palmer@cambridgeshirepeterborough-ca.gov.uk
Cc: Cambridge area MPs and Combined Authority Board members

Cambridge Area Bus Users – Concerns

Dear Mayor Palmer,

Following our group's inaugural workshop, I have been delegated to write to you raising our concerns about, and hopes for, bus services in the Cambridge area.

We are pleased to note that you (and the Cambridgeshire and Peterborough Combined Authority) are pressing the case for a metro system. We agree that a metro can supplement – but not replace – our local bus services.

We are aware that you have recently instigated a full review of bus services in Cambridgeshire and Peterborough, and have been pleased to note that, speaking to BBC Radio Cambridgeshire's Chris Mann on 7 February 2018, you stressed the continuing importance of buses, and expressed concern about recent cutbacks to Stagecoach's services, reminding listeners that you have the power to bring in franchising under the Bus Services Act 2017.

Group members were pleased to hear you say that you are “not prepared to sit back and do nothing” about “bus services that have just stopped,” and hear you agree that “this is a real issue”. Your vision for “linking the services up and making sure that our metro system is linked with bus services,” matches our group's vision for a connected, comprehensive network to serve all significant communities, workplace, retail and leisure destinations.

Our workshop considered the role which buses can play in a modal shift from private to public transport and what the problems are.

Our top three concerns are:

1. Dependability of bus services

Bus services must become frequent, reliable, stable, integrated across all operators and modes, and chargeable through a cross-operator smartcard.

2. Fare pricing

Bus services must become more affordable, with ticketing transferable across connecting services, across all bus operators and modes, and chargeable through a smartcard with daily and weekly capping.

3. Communication and consultation

There needs to be consistent reliable and accessible information on bus services. The group were concerned that changes to services are not, currently, subject to public consultation.

Details of our concerns, specific to the Cambridge area, and of how they might be tackled are set out in the appendix to this letter.

We would like to feel that you fully share our concerns and hope that we can meet to establish a close working relationship to explore what actions you can take to deliver a planned connected, and comprehensive network of bus services.

Yours sincerely,



Richard Wood
wood.in.mill.road@gmail.com

On behalf of Cambridge Area Bus Users

Dependability of bus services**9.1. Traffic congestion delaying services:**

- 9.1.1. Do we have enough dedicated bus routes?
- 9.1.2. Are there sufficient bus priority measures?
- 9.1.3. Could a workplace parking levy ease congestion?

9.2. Dwell-time at stops:

- 9.2.1. Acceptance of cash fares delays services.
- 9.2.2. Drivers need to explain fares to visitors.
- 9.2.3. Lack of fares information at stops hinders prompt payment.
- 9.2.4. Availability of contactless bank-card payment is not well publicised.
- 9.2.5. Whippet buses are cash-only.
- 9.2.6. Lack of a multi-operator smartcard with with a fair-fare daily limit adds to complexity.

9.3. Poor frequencies on some routes:

- 9.3.1. New developments are not well-served from the start, discouraging early adoption of bus use.
- 9.3.2. Many major villages (eg Milton, Harston) have 30 min or hourly frequencies, with no late evening services, and no Sunday services.

9.4. Frequent changes to services, for example:

- 9.4.1. Park&Ride and other cross-city services have been split.
- 9.4.2. There have been frequent changes to citi-branded routes, destinations and timings.

9.5. Cutbacks to services:

- 9.5.1. Whippet have withdrawn a significant proportion of their services.
- 9.5.2. Stagecoach have withdrawn, partially withdrawn, and truncated a number of services.

9.6. Lack of co-ordination between operators:

- 9.6.1. Stagecoach/Whippet timetable competition means there is no integrated service, even on the Busway.
- 9.6.2. Subsidised services are not integrated into a coherent network.

The group were firmly of the opinion that, in order that modal shift from private to public transport can be achieved, bus services must become frequent (with reasonable evening and weekend services) reliable, stable (with fewer changes to services) integrated as between all bus operators – and, ideally, other modes (rail, forthcoming metro) – and chargeable through a cross-operator (and, ideally, intermodal) smartcard.

The group were concerned that no-one – no public official, no elected post-holder, no local authority nor public collaborative grouping (District/city/county council, Greater Cambridge Partnership, Cambridgeshire and Peterborough Combined Authority) – is in charge of all dependability factors on behalf of the travelling public.

- **Frequency (subject to registration) is at the whim of operators.**
- **Ensuring that operators run their services in accordance with the registered particulars rests with the Traffic Commissioner.**
- **Tackling the road congestion which makes bus services unreliable – and/or induces service reductions ‘to improve reliability’ – appears to be split between district/city/county councils, and the Greater Cambridge Partnership.**
- **Responsibility for subsidised social bus services lies with the Combined Authority (currently delegated to the Cambridgeshire County Council).**

2. Fare pricing

- 2.1. In many cities a single ticket is valid across connecting services for a fixed time period (eg 1 hour) but not in Cambridge.**
- 2.2. Stagecoach/Whippet ticket exclusivity (rather than mutual acceptance) increases cost to users of more than one operator and hinders growth of ridership.**
- 2.3. Walk-up single fares are too high.**
- 2.4. Daily fares are too high.**
- 2.5. A confusing range of local tickets are available.**
 - 2.5.1. Stagecoach's inner/outer zones cost £4.30/£6.70 (day) £14.50/£25.00 (week).
 - 2.5.2. There are separate daily/weekly tickets (at lower prices) limited to Park&Ride services.
 - 2.5.3. Whippet's inner/mid/outer zones cost £3.00/£4.50/£6.00 (day) £10.00/£17.00/£22.00 (week).
 - 2.5.4. Stagecoach/Whippet ticket zones are not coterminous.
 - 2.5.5. 'PlusBus' tickets for passengers arriving by train are £3.60/day (£2.40 for railcard holders) £14.00/week.
 - 2.5.6. Cambridgeshire County's 'Multibus' tickets £8 (day) £33 (week) are not valid on Busway services, nor on Stagecoach X5.
 - 2.5.7. Stagecoach's inner zone 4-week ticket equates to a £2.55/day capping (based on 22 travel days/month).

The group were firmly of the opinion that, in order that modal shift from private to public transport can be achieved, bus services must become more affordable, with ticketing transferable across connecting services, across all bus operators (and, ideally, other modes) and chargeable through a smartcard with daily and weekly capping.

The group were concerned that no single public body, no official nor elected post-holder has control of fare levels and fare structures on behalf of the travelling public.

3. Communication and consultation

3.1. Changes to services are at the whim of the operators.

- 3.1.1. Under the current de-regulated system, for changes to services, including drastic cutbacks and cancellations, the law merely requires 56 days notice be given to the regional Traffic Commissioner of changes to, or cancellations of, registered bus services.
- 3.1.2. Timings are changed, routes are altered, truncated or withdrawn without consultation.
- 3.1.3. No public official or elected member of any tier of local government has any veto on changes.
- 3.1.4. Changes to times and routes, including truncations and withdrawals are poorly publicised to the public. 56 days notice at all affected stops ought to be the minimum that passengers could expect.
- 3.1.5. Nobody is in charge of an overall strategy to plan and implement a stable, connected, comprehensive network to serve all significant communities, workplace, retail and leisure destinations.

3.2. Times and fares information are inconsistently available.

- 3.2.1. Not all bus stops display timetable information.
- 3.2.2. Even on high-frequency city routes, many stops are not equipped with real-time passenger information (RTPI).
- 3.2.3. Printed copies of timetables – especially when there are changes to routes and times – should be available on buses and in public buildings, including libraries, in advance of changes.
- 3.2.4. RTPI is unreliable. On many occasions services count down through 5 mins, 2 mins due, and disappear without any bus turning up at the stop.
- 3.2.5. Bus stops do not, in general, give any information on fares.
- 3.2.6. No single website gives full information on fares.

The group were firmly of the opinion that, in order that modal shift from private to public transport can be achieved, there needs to be consistent reliable and accessible information on bus services. The group were concerned that changes to services must become subject to public consultation and were of the opinion that one public body, official or elected post-holder should be in charge of communication and consultation with the travelling public.

Email from Cllr Kevin Price to

**Mayor James Palmer of
Cambridgeshire and Peterborough Combined Authority**

From: Kevin Price
Sent: 07 June 2018 05:44
To: james.palmer@cambridgeshirepeterborough-ca.gov.uk
Subject: Cambridge Area Bus Users Group

Dear James

At the weekend I attended the inaugural meeting of the Cambridge Area Bus Users Group, which became a properly constituted organisation, with a committee and many people have now joined as members.

As you will no doubt recall during the campaign for Mayor, I said at more than one hustings that bus users were ignored because, for example, unlike the cyclists there was no organisation to represent their views. Now there is one and it doesn't just cover Cambridge City it covers a lot of the area you as Mayor cover.

I understand they wrote to you after a workshop they held in March of this year to raise their concerns about, and hopes for, bus services in the Cambridge area. To date they have not had so much as an acknowledgement of that letter (I have attached it to this email)

I realise you have a great many emails/correspondence from many organisations but I do feel that the Cambridge Area Bus Users deserve a response from you. I am not a member of the organisation as a bus user in the same way I am not a member of the Cambridge Cycling Campaign although a cyclist. I prefer to listen to what the organisations have to say and I like to think that you would be interested in what they have to say too,

Best wishes

Kevin

Cllr Kevin Price
Councillor for King's Hedges
Deputy Leader & Executive Councillor for Housing
Cambridge City Council



Cambridge Area Bus Users

Working for bus passengers in and around Cambridge

Constitution

Adopted at the Inaugural General Meeting, Saturday, 2 June 2018

1. Name and Status

- 1.1. The Organisation shall be called *Cambridge Area Bus Users*.
- 1.2. *Cambridge Area Bus Users* is a voluntary not-for-profit organisation.

2. Aims and Objectives

The objectives of the *Cambridge Area Bus Users* shall be:

- 2.1. to foster discussion and understanding between bus passengers, bus operators, and those with responsibility for regulating, procuring and financing bus services in Cambridge and its environs;
- 2.2. to make representations on behalf of bus users at whatever level may be appropriate;
- 2.3. to act as a member group of Bus Users UK Ltd, and to co-operate with the campaigns of Bus Users UK Ltd;
- 2.4. to co-operate with other local and national bodies having similar aims;
- 2.5. to take all such action as may further these aims.

3. Political affiliations

Cambridge Area Bus Users shall be independent of any political party.

4. Membership

- 4.1. All individuals, corporate bodies and associations who support the Aims and Objectives of *Cambridge Area Bus Users* shall be eligible for membership.
- 4.2. Membership subscriptions shall be fixed, from time to time, by the Executive Committee. No-one shall be excluded from membership through inability to pay.
- 4.3. Members may resign by writing to or emailing the Secretary and may simultaneously exercise their entitlements under section 8 'Data Protection and Privacy' below.

5. Meetings

- 5.1. Members will be entitled to attend General Meetings of *Cambridge Area Bus Users*.
- 5.2. A minimum of two General Meetings per year will be called by the Executive Committee, with additional General Meetings as the Executive Committee thinks may be desirable, or upon demand by a minimum of ten members of *Cambridge Area Bus Users*.
- 5.3. Members will be given a minimum of fourteen calendar days' notice of General Meetings, except in circumstances when the Executive Committee deems that urgent matters require a meeting at shorter notice.
- 5.4. One General Meeting per annum shall be the Annual General Meeting of Cambridge Area Bus Users which all paid-up members shall be eligible to attend. At this meeting, the Officers for the ensuing year shall be elected and such business as may be submitted by the Executive Committee and by individual members shall be transacted.

6. Executive Committee

- 6.1. The interests of members of *Cambridge Area Bus Users* as **bus users** must be paramount. Anyone standing for election to, or offering to be co-opted to, the Executive Committee who is involved in any organisation with a professional or commercial interest in transport or who is engaged or planning to be engaged

in any form of paid transport consultancy work must declare that interest to members.

- 6.2. The business of *Cambridge Area Bus Users* shall be conducted by the Executive Committee consisting of the Chair, Vice Chair, Secretary, Treasurer and at least three members to represent the membership.
- 6.3. The Executive Committee shall be empowered to co-opt up to three extra committee members from the general membership of *Cambridge Area Bus Users*. Co-opted members of the Executive Committee will be non-voting until ratified at the next General Meeting.
- 6.4. The Executive Committee may assign tasks and rôles as they deem necessary but will obtain the approval of a General Meeting before denominating new officers.
- 6.5. The Executive Committee shall consist of not fewer than five nor more than eleven members of *Cambridge Area Bus Users*.
- 6.6. All officers shall act in all matters in accordance with the direction of the Executive Committee. Similarly Executive Committee members assigned tasks and rôles shall act in accordance with the direction of the Executive Committee.
- 6.7. The Executive Committee may appoint one or more sub-committees for such purposes as it may deem appropriate.
- 6.8. Three members shall constitute a quorum of the Executive Committee and two a quorum of a sub-committee.
- 6.9. The Executive Committee shall meet as appropriate but not less than four times per annum.
- 6.10. Minutes shall be kept of all meetings of the Executive Committee. These will be circulated, in timely manner, in draft form to all members of *Cambridge Area Bus Users*.
- 6.11. Minutes will be approved (and corrected as necessary) at the next meeting of the Executive Committee. All corrections will be reported, in timely manner, to all members of Cambridge Area Bus Users.

7. Banking

- 7.1. A bank account shall be operated in the name of *Cambridge Area Bus Users* into which all monies received shall be paid and from which all agreed and authorised expenses shall be paid.
- 7.2. The executive committee shall appoint a minimum of four and a maximum of six signatories to the account, from amongst themselves. Signatories shall be replaced from time to time by simple resolution of the executive committee.
- 7.3. Authorisation of payments will be made by any two signatories acting jointly.

8. Data Protection and Privacy

- 8.1. The Executive Committee shall be responsible for maintaining a record of members and complying with all relevant legislation on data protection.
- 8.2. Membership data will not be shared with other organisations.
- 8.3. When *Cambridge Area Bus Users* communicates with third parties, no contact details – other than those published by those third parties – will be shared with members or with others.
- 8.4. Members have the right to check personal data which *Cambridge Area Bus Users* holds. We will amend and/or delete any information on request.
- 8.5. Recipients of communications from Cambridge Area Bus Users have the right to unsubscribe at any time by writing to or emailing the Secretary.

9. Alterations to the constitution

No alteration or addition to the constitution of Cambridge Area Bus Users shall be made except by special resolution, of which prior notice has been given and which is passed by not less than two-thirds of members voting in person, on-line or by post.