

New Sustainable Bus Network in the East- FAQs

Q- When are you introducing this new network?

A- New timetables will be in operation from Sunday 30th October 2022.

Q- Why are you introducing a new network in October?

A- The new network has been designed as part of the Government's requirement for bus networks across England and reflects the changed travel patterns and levels of passenger demand following the Covid-19 pandemic. The review was a condition of government recovery funding for bus services across England. We have designed a new core network to provide a sustainable bus network for the long-term against a backdrop of rising costs, changing travel habits and labour challenges across the UK economy.

Q-How are specific services impacted?

Services withdrawn as unsustainable:

Bedfordshire:

- 72, 73.

Cambridgeshire:

- 11/X11, 12, 18, 25, 39, 915, V1, V2, V3, V4, V5, 22, 30, 35, 66.

Peterborough:

- 23, 24, 29.

Unfortunately, even with short-term Government funding, these routes remain unsustainable in the longer term. That is why we have taken the difficult decision to end those services, to focus on the rest of the network, including allocating resources to extend services where there is growing demand.

Services enhanced as we have seen good indication of growth:

Bedfordshire:

- 1, 9

Service 1 - every 15 mins

Service 9'S are now every 15 mins as far as Shortstown

Cambridgeshire:

- Citi 1, Citi 3, Citi 7, Babraham Park & Ride, Madingley Park & Ride, Newmarket Park & Ride.

Citi 1 – back to every 10 mins

Citi 3 – back to every 15 mins

Citi 7 – every 20 mins

Park and Rides – every 10 mins

Peterborough:

- Citi 1, Citi 4, Citi 5 ; Citi 6.

Citi 1's – every 15 mins

Citi 4 – extra journeys before 06:00 for Peterborough Hospital staff

Citi 5 – every 15 mins

Citi 6 – every 20 mins

Services with timetable or route amendments:

Bedfordshire:

- X5, 9a/9b, 41, 905 and a new MK1 service to replace routes 81 & 99.

X5 – minor timetable amends in the off peak to reflect unsustainable passenger journeys on certain routes

9a and 9B – now hourly to reflect low passenger numbers

41 – Bedford to Northampton peak journeys are maintained to ensure work and education journeys are maintained. Off peak journeys now just link Bedford to Turvey

905 – now no longer serves Cambourne and runs fast into Cambridge via Madingley Road cutting the journey time

MK1 – offers customers a direct link from Milton Keynes – Luton – Luton Airport – Bedford

905 offers a faster journey time by missing Cambourne (served now on service 4) and coming into Cambridge via Madingley Road to allow for links to Addenbrookes via Trumpington Park and Ride.

Cambridgeshire:

- Citi 2, Citi 4, Citi 5, Citi 6, Citi 8, 9, 13 & new 131 service, Milton Park & Ride, Busway A

Citi 2 is now extended to serve Milton and Milton Park and Ride all day. This allows Milton Park and Ride customers to have a direct link to Addenbrookes Hospital and also customers who wish to access Cambridge for work and leisure at night, after 8pm, now have access to a park and ride site through the 2.

Citi 4 – this now operates from Cambourne down the A428 serving Caldicott and Hardwick and then replaces the former 905 link to the Science Park

Citi 5 – now operates from Longstanton Park and Ride ; through Northstowe; Bar Hill and then fast into town via Girton and Huntingdon Road

Citi 6 – this timetable has been increased to ensure Oakington retains a service

Citi 8 – the journey to Chatteris is removed as it can no longer cover its costs

Citi 9 – this is revised to run as per the current route to Cambridge Research Park and then straight down the A10 into Cambridge, thus offering a faster journey time. Waterbeach is now served by the Milton Park and Ride bus extending every 30 mins to Waterbeach. Milton is now served on service 2

13 – this is revised to run fast from Haverhill, straight to Cambridge, reducing the journey time to 52 mins from 1hr 15. Customers on the estates in Haverhill can now use town service 131 to interchange with the 13 at either Sainsburys or Haverhill Bus Station

The service starts and finishes at the Persimmon Estate in Haverhill at the site of the old Fox pub at Little Wratting

Busway A – a small number of additional short journeys from Longstanton Park and Ride have been added

131 – this is the new Haverhill town bus which serves all of the areas of the estates, including the new Persimmon development.

Peterborough:

- 904

This is amended to just run between Peterborough and Huntingdon. Services south of Huntingdon are now offered on the Busway.

Services remaining on current timetables:

Bedfordshire:

- 2, 3, 4, 5, 6, 7, 8, 10, 51, 53

Cambridgeshire:

- 16a, 19, 604, 606, 607, Trumpington Park & Ride, Busway B & C.

Peterborough:

- Citi 2, Citi 3, 36, 37, 46, 60, 61, 62, 63, 608.

Q- How long will these timetables be in place for/is this a short-term change/trial?

A-This is a permanent change to our local bus network which reflects the current levels of passenger demand and new travel patterns we have seen coming out of the pandemic.

Q- How have you identified what to operate/what services have a future when forming the new network?

A-We have analysed passenger numbers and trends to determine where we should be operating as part of a new sustainable network. Services which are being withdrawn are those which do not cover their operational costs and do not indicate any potential for future passenger growth, meaning these routes are unsustainable in the longer term. We have re-invested resource into enhancing 12 routes where there is growing demand.

To help illustrate this point – of the services which we can sadly no longer sustain; we have an average net loss of £12 for every passenger who boards the bus and two of the withdrawn services carry less than 200 passengers per month.

Q- Instead of cutting some services and enhancing others, why can't you maintain the current network?

A-Passenger numbers and patterns have changed considerably both during and since the pandemic. That is why the Government has required all bus operators in England to set out new networks based on the post-pandemic reality. There have been significant shifts in the use of some services which show no sign of changing. As a responsible employer and provider of public transport, we have to take that into account when making decisions to secure the future of the overall service.

Q- Where can I find the new network information/timetables/route maps?

A-All new network route, timetable and frequency information can be found on our website: <https://www.stagecoachbus.com/promos-and-offers/east/east-bus-network>

Q- Why are you cutting services when government funding is available?

A-Government recovery funding was allocated to rebuild services that are sustainable for the long term, which means making some tough decisions that reflect the reality of how services are being used after the pandemic. Unfortunately, even with short-term Government funding, some services remain unsustainable in the longer term. This funding would not alter the viability of those services. That is why we have taken difficult decisions to end those services, as part of a shift to a new network, including allocating resources to extend services where there is evidence of growing demand.

Q- Bus services are public services; how can you leave communities without a bus?

A-We understand that local communities rely on our services to stay connected but our network needs to be sustainable for the long term, and services must have sufficient demand to make them viable. These decisions have not been taken lightly- we have undertaken an extensive analysis of each route and have used passenger data to introduce a new network that reflects post pandemic travel patterns.

Q- Why are you withdrawing so many rural services?

A-We are committed to delivering public transport services across the variety of urban and rural areas we cover. We run a range of rural services, covering dozens of villages and communities throughout Bedfordshire and Cambridgeshire. Of course, we recognise some passengers will be impacted by these tough decisions. But, as part of the new network, we have to ensure it is sustainable for the long-term against a backdrop of rising costs, changing travel patterns and labour challenges across the UK economy.

Q- Are local authorities aware that you're making these network changes?

A-Yes, we have had an open dialogue with local authorities throughout this network review process and have engaged with key transport officers, councillors, and policy holders.