



Cambridge Area Bus Users

Working for bus passengers in and around Cambridge

Our vision: making buses a great choice

Aims

1. To represent, and campaign on behalf of, bus passengers in and around Cambridge.
2. To be recognised by all levels of local government and bus operators as consultees representing bus users in Cambridge and the surrounding area.
3. To cooperate with other local groups supporting bus users.

Priorities

Cambridge Area Bus Users' priorities are to campaign for the following goals:

1. Excellent bus information

Bus operators and Cambridgeshire and Peterborough Combined Authority (*The Transport Authority*) should jointly ensure that:

- 1.1. current route and timetable information is displayed at all stops, in a fully accessible manner;
- 1.2. information about key fares and payment methods is available, prior to boarding, to reduce queries as passengers board buses;
- 1.3. prominent information boards detailing routes, service numbers and stop locations are installed at key sites.
- 1.4. route alterations and stop closures are clearly marked, with warning given when planned, and as promptly as possible otherwise.

2. Reliable, frequent, affordable buses

The Transport Authority should:

- 2.1. co-operate with Highway Authorities and bus operators to make timings reliable;
- 2.2. ensure that services are frequent enough and served by adequate vehicles to reduce overcrowding and ensure space is available for wheelchair users, families with prams and others who may require more space;
- 2.3. set fares which are priced to encourage the use of buses, with the resulting increased ridership together with revenue support used to help achieve and maintain this.

3. Improved routes, ticketing, connections and boarding

The Transport Authority should:

- 3.1. ensure that routes, timetables and stops match people's intended journeys;
- 3.2. undertake network planning, to ensure connectivity across the region, including the use of travel hubs to ensure a wide array of journeys are catered for;
- 3.3. undertake ongoing surveys of passengers, potential passengers and those who don't use buses to inform the provision of services, both current and proposed;
- 3.4. source funding for routes or parts of routes which are not self-financing;
- 3.5. introduce cross-operator ticketing, as soon as can be achieved, ahead of franchised operations;
- 3.6. extend single fares to allow for transfers to other services within a given time period (eg one hour);
- 3.7. introduce daily (including family/group tickets) weekly and 28-day tickets valid on all services within the Cambridgeshire and Peterborough Combined Authority area;
- 3.8. identify means of speedier boarding through ticketing and payment options so as to reduce dwell times at stops. This should include Combined Authority-wide tap-on-tap-off with daily/weekly/28-day capping for all franchised services;
- 3.9. ensure that bus stops are clearly marked, on good hard-standing, offer protection from the weather, kept clean, and have raised kerbs to allow easy boarding. (Buses are not accessible if bus stop infrastructure is inaccessible.)

4. Cleaner, greener, accessible buses

The Transport Authority

- 4.1. should continue to address climate change by investing in the most up-to-date vehicles with reduced CO₂ and other emissions;
- 4.2. must ensure that bus travel is accessible, in line with legislation;
- 4.3. must ensure that buses are pleasant to use. This means being clean, inside and out, well lit, with on-board audio-visual route and next stop information provided.