

TOTAL TRANSPORT PROPOSAL

*To:* **General Purposes Committee**

*Meeting Date:* **Tuesday 31 May 2016**

*From:* **Executive Director: Economy, Transport and Environment**

*Electoral division(s):* **Those divisions substantially affected by the proposal are:**

- **Ely North & East**
- **Ely South & West**
- **Haddenham**
- **Littleport**
- **Soham & Fordham villages**
- **Sutton**

**In addition a small number of individual residents of the following divisions may be affected, in so far as transport to Highfield Special School is included in the proposal and some pupils reside outside of the pilot area. Additionally a small number of adult social care users travel from outside of the pilot area into day centres in Ely.**

- **Burwell**
- **Chatteris**
- **Cottenham, Histon & Impington**
- **Forty Foot**
- **King's Hedges**
- **March East**
- **March West**
- **Romsey**
- **Somersham & Earith**
- **Waldersey**
- **Waterbeach**
- **Willingham**
- **Woodditton**

*Forward Plan ref:* **2016/024**

*Key decision:* **Yes**

*Purpose:*

**The Committee is asked to consider the proposal for a Total Transport service in the northern half of East Cambridgeshire. The original model which was discussed at its meeting on 15 March 2016 meeting has been reviewed in light of a public consultation, a formal procurement exercise, and further officer and member discussions. The service would replace existing provision including: home-to-school/college transport, social care transport, dial-a-ride services (DAR), and contracted local bus routes.**

*Recommendation:*      **It is recommended that the Committee:**

- a) approves the implementation of a Total Transport service in the northern half of East Cambridgeshire from September 2016, based around a new Flexible Minibus Service, revised Fixed Bus Routes, active support for the Social Car Scheme, and a new Booking & Information Centre.**
- b) considers whether to award contracts for the Flexible Minibus Service and Booking & Information Centre based on the information contained in confidential Appendix 4.**
- c) requires a joint report to be presented to both this Committee and Adults Committee by the end of 2016, setting out the results of a detailed assessment of the costs and benefits of altering day care session times to allow transport provision to be integrated with special needs school transport.**
- d) agrees that passes issued under the English National Concessionary Travel Scheme should not be accepted on the new Flexible Minibus Service.**

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## 1. BACKGROUND

- 1.1. In early 2015 the Council was awarded central government funding of £460,000 to research, design, implement and evaluate a Total Transport service in a pilot area.

### The Total Transport Concept

- 1.2. The question posed to authorities implementing a Total Transport service is whether a better value model can be created by reviewing all transport together and establishing an integrated approach to planning and delivery. The Council is required to report back on this to the Department for Transport by March 2017.
- 1.3. Currently, the Council issues separate contracts for different transport services, and pays for each on a standalone basis. A minibus may therefore be booked with one company to undertake a school journey at full price, with a second company being contracted by the Council's social care team to do a nearby journey, also at full price. Different levels of integration are possible – from using a single (larger) vehicle to transport both groups at the same time, to amending journey times so that one vehicle can do the second trip straight after the first, to simply issuing a tender for both routes together and seeking economies of scale in the pricing.
- 1.4. In rural areas in particular, integrating the provision of transport could allow scarce resource to be used more efficiently. This could produce financial savings, and also improve the offer to residents. It would require a change in approach, however, and it would raise questions including the impact of revising journey times and the feasibility of mixing different client groups.

### Preparing This Proposal

- 1.5. The proposals made in this report have been developed from the initial paper considered by the Committee on 15 March 2016. Since then, a public consultation and a procurement process have been undertaken. There has also been a further meeting of the Total Transport Member Steering Group, to which those members local to the pilot area were additionally invited, and discussion has taken place at Service Director level (through the Total Transport Programme Board).
- 1.6. The headline results of the consultation are set out in **Appendix 2**.
- 1.7. The cost of the proposed Total Transport service is set out in **Appendix 4**.

## 2. MAIN ISSUES

- 2.1 There were four elements to the Council's Total Transport proposal: a flexible minibus service; fixed bus routes; a social car scheme; and a booking & information centre. The public consultation and internal discussions that have since taken place indicate that implementing the original proposals in full from September could generate significant complaints and impact negatively on a number of service users. The following amended proposal is therefore based around phased implementation and further assessment of the key issues that were identified.

## Flexible Minibus Service

- 2.2 The flexible minibus service (FMS) would be a new way of delivering door-to-door journeys to all members of the community. It would be based around an agreed number of vehicles, which would be needed to deliver a known transport commitment – specifically, journeys to day centres in Ely. Rather than restricting the service to just providing transport for day care users at set times, the vehicles would be open for other bookings as well. This would allow journeys to be offered to existing users of dial-a-ride and those on weekly bus routes, as well as to some for whom no transport option exists at the moment.
- 2.3 By using wheelchair-accessible minibuses crewed by a driver and a passenger assistant, a high level of service would be provided. Those residents requiring assistance that is not always available on a standard bus or taxi would be able to travel on the same service as their neighbours. It would be designed to be open and accessible to all members of the community.
- 2.4 By opening up the vehicles to all members of the community in this way, and by focusing on accepting as many bookings as possible, the situation would not arise where seats are empty even though people want to travel, just because certain eligibility criteria are not met. The focus of the service would be on helping as many people to travel as possible – so it could include residents or tourists travelling *from* Ely out to places like Wicken Fen; the current services are only really designed for travel *to* Ely.
- 2.5 By making the FMS a pre-booked service, and by opening a new Booking & Information Centre (BIC) to help plan journeys, there could be confidence that vehicles would only be sent where they are needed and that duplication would be avoided. Although booking in advance is a different way of doing things for some users, it would help ensure vehicles are scheduled efficiently, avoiding wasted fuel, emissions and time.
- 2.6 By doing all of these things, a service could be developed that meets the needs of as many residents as possible, by getting the maximum benefit from an agreed number of vehicles. At the moment, there is often a lot of emphasis on restricting the demand for transport, to minimise cost. Whilst those travelling to day centres would have priority on the FMS, the intention would be to accept as many bookings as possible.
- 2.7 This principle of encouraging as many journeys as possible (within a known level of resource) reflects the fact that transport is generally an enabler for other activities, including education, shopping, leisure and healthcare. Each of these offers a wider benefit, whether economic, social or as a preventative measure. In the public consultation recently undertaken, 57% of respondents actively agreed that a Flexible Minibus Service would offer new opportunities to access services (and a further 30% gave a “neutral” view).
- 2.8 The fully integrated Flexible Minibus Service originally proposed in the paper presented on 15 March 2016 would include special educational needs (SEN) school transport; this would make immediate changes to day care session times inevitable. The results of the consultation and internal discussions since March have made it clear that this would cause significant issues, potentially with unintended costs to non-transport budgets. These need to be

fully understood, and plans made to mitigate the impact, prior to moving to the fully integrated model. It is therefore proposed that, as a first phase from September 2016, a partly integrated FMS should be introduced, focusing only on replacing day centre transport, dial-a-ride, and weekly bus routes (i.e. excluding SEN at this point, but with the intention of moving towards full integration). This would allow day centre session times to be broadly unchanged in the short-term, pending further work to assess the full impact of full integration.

- 2.9 A full assessment of the costs and benefits of changing day centre session times should be undertaken, exploring the question of what additional support would be required to minimise the impact on service users, and establishing whether it offers a net overall benefit. It is suggested that a deadline is specified for a report to be submitted to the appropriate committee on this matter.
- 2.10 Whilst full integration is not proposed in the first phase, it is expected that SEN transport in the Total Transport area would still be managed through the Booking & Information Centre. This would allow a detailed picture of all transport in the area to be built up, and would ensure that extension of the flexible minibus service to include SEN is possible at the appropriate point.

#### Fixed Bus Routes

- 2.11 Strong support for existing bus services was evident from the public consultation undertaken. Users valued the ability to make a decision about whether to travel on the day, rather than having to pre-book as would be required on the FMS, and also highlighted the social aspect of journeys (including prompts to check on the welfare of regular passengers missing on a particular day).
- 2.12 Timetables already offer limited choice (for example, all three journeys from Little Downham to Ely are before 11am) but the passenger transport budget is still expected to face pressure in coming years. Maintaining existing local bus services as they are is unlikely to be a realistic option in the medium term.
- 2.13 For areas that are currently served by one return per week, the flexible minibus service is able to provide more choice, albeit with a requirement to pre-book. It is therefore proposed that routes 117 (Wicken/Barway) and 129 (Black Horse Drove/Prickwillow), as well as the Thursdays only element of the 125 (Wardy Hill/Coveney) are replaced by the FMS.
- 2.14 Some users of these routes expressed concerns as to the availability of journeys; it is envisaged that staff at the Booking & Information Centre would actively work with them to set up new regular journeys and to monitor the early weeks of operation, supporting the passengers through any difficulties in adapting to the new system.
- 2.15 For areas that are currently served by six day per week services, it is proposed that these continue broadly unchanged; this specifically means the Ely Zipper and the Little Downham element of the 125. At the same time, a local User Group would be established in each area, with the dual purpose of improving the viability of the service and continuing the longer-term debate. The former goal would see users contributing to any timetable changes (for example, to incorporate a school journey) and encouraging other new fare-

paying passengers, local sponsorship, etc. The latter goal would see data on the cost of the service and the wider public transport debate being regularly shared, to avoid the scenario where the recent flurry of discussion goes quiet for twelve months and then resumes only when future budget proposals are made.

- 2.16 With regard to school transport, it's proposed that the three networks (around Ely College, Soham Village College, and Witchford Village College, and their partner primary schools) are reviewed to ensure the best possible use of resource, working within a 20-minute arrival/departure window before/after the school day. This review would include the option of using a single vehicle to provide primary and secondary school transport at the same time, subject to the use of a passenger assistant (unless the vehicle is a minibus or taxi) and consideration of practical measures such as separation of age groups on the vehicle. It is recognised that concerns exist regarding behaviour issues, and that any such services would require careful management; the number of areas where a primary / secondary combination would be possible is limited, however.
- 2.17 The public consultation indicated mixed opinions regarding the merging of school buses and local bus routes, with 56% supportive and 39% disagreeing. It is proposed that this option should continue to be explored where there is local support, and in particular where this protects an existing local bus (the Ely Zipper being one such example).

#### Social Car Scheme

- 2.18 The current Social Car Scheme delivered by Voluntary and Community Action for East Cambridgeshire (VCAEC) provides car journeys to disabled, frail older people, and those who are isolated; it covers a wide range of journey purposes, but prioritises health journeys if necessary. The service is delivered by a team of volunteers, and a mileage charge is paid by users.
- 2.19 It is proposed that the Council works actively with VCAEC to establish if the Social Car Scheme can be developed further. In particular, seeking new volunteers from within specific communities would be a welcome activity. This may include encouraging residents to offer journeys they already make, essentially creating a lift sharing arrangement.

#### Booking & Information Centre

- 2.20 A new booking and information centre (BIC) is proposed to provide a single point of contact for local residents wishing to access Total Transport services. Bringing all journey requests into one place is important not just in simplifying access for users but also in allowing the Council to establish a full picture of all the services that are required.
- 2.21 Modern scheduling software is currently being procured by the Council for use in the BIC. This would support journey planning on a daily basis (so as to create the most efficient routes possible) and would improve reporting and monitoring, allowing the Total Transport service to be refined over time.

#### Concessionary Passes

- 2.22 For users of weekly bus services that are to be replaced with the flexible

minibus service, there is a decision to be made whether concessionary passes continue to be accepted. This is a discretionary decision for the Council. If passes are accepted, it would allow all users of day centre transport to also travel for free; at present some fares are charged and up to £20k per annum of revenue in the pilot area would be lost (significantly more, should the approach be rolled out more widely) if concessions were offered. It is therefore proposed that concessionary passes are not accepted on the FMS.

- 2.23 The flexible minibus service would offer tailored journeys, and a greater choice of travel times and destinations than at present. The areas in question would move from having a single weekly departure to Ely, to the opportunity of booking a trip on any weekday and of requesting other destinations within the pilot area. This improvement in service provides an opportunity to introduce a consistent approach to charging for all users, and a decision not to accept concessionary passes would be in line with the principle of not offering more than statutory obligations.

### Service Targets

- 2.24 The success of the Total Transport service would be judged against three criteria: the impact on the Council's total spending on transport in the pilot area, as set out in Appendix 4; the number of trips carried out; and the satisfaction of service users. It is not necessarily expected that the number of trips would increase, however if the current patronage is maintained (whilst spending is reduced) this would be considered successful.
- 2.25 It is anticipated that once the Total Transport service in the pilot area is established and has been evaluated, options for rolling out this model across the county will be considered. It should be noted that the operational model proposed for the northern part of East Cambridgeshire is expected to remain in place for a number of years; the "pilot" element refers to the testing of an approach, but there is no intention to introduce further changes in the short term, other than any operational adjustments that are needed.

## **3. ALIGNMENT WITH CORPORATE PRIORITIES**

### **3.1 Developing the local economy for the benefit of all**

The following bullet points set out details of implications identified by officers:

- The flexible minibus service may help younger residents access apprenticeships, jobs or training placements. This would benefit both individuals and businesses, by supporting access to a wider pool of employees or apprentices, including those for whom the cost and/or unavailability of transport are currently prohibitive. The revised proposals in this paper (compared with March 2016) include less scope for this, due to the focus on day centre journeys; in order to maximise these new opportunities, it will be important to broaden out the FMS as soon as concerns regarding changes to day centre times are resolved.
- Increased ability to travel to local shops and service providers may support the economy of East Cambridgeshire, by allowing residents to purchase from local businesses rather than relying on internet shopping or simply

being unable to access town and village centres. Residents of Pymoor, for example, would gain an entirely new public transport service, whilst those in Wicken, Barway, Black Horse Drove, and other areas where there is only one return journey per week would now be able to travel on any weekday.

### **3.2 Helping people live healthy and independent lives**

The following bullet points set out details of implications identified by officers:

- The flexible minibus service would help residents to access services, including healthcare, social activities, work, education and day-to-day facilities (e.g. supermarkets). This would assist in reducing both the practical and emotional effects of isolation, particularly in remote rural areas. Benefits would apply across age ranges and levels of need.
- Existing services (including traditional dial-a-ride and patient transport) can achieve some of the same benefits. However eligibility criteria can act as a barrier to these services, and there will always be individuals who fall just the wrong side of the line. The flexible minibus service would remove these barriers, empowering all residents to access the services they need.
- Providing a transport service for all local residents (i.e. not segregated by age or mobility, for example) would support community cohesion and resilience. It may add value through increasing awareness of different needs, and supporting local solutions (both as a result of this awareness and by providing the means to access any new activities).
- Reducing duplication of journeys would minimise unnecessary vehicle emissions, offering a positive environmental and health benefit.

### **3.3 Supporting and protecting vulnerable people**

The following bullet points set out details of implications identified by officers:

- Developing a sustainable model of integrated transport provision would help to protect access to services in the face of financial constraints.
- Focusing on a smaller number of contracts and services would increase the opportunity for a consistent standard of delivery, including accessibility and training requirements. Further, the scheduling software envisaged would allow needs and resources to be matched accurately, in a way that is not always possible with existing systems.

## **4. SIGNIFICANT IMPLICATIONS**

### **4.1 Resource Implications**

The following bullet points set out details of significant implications identified by officers:

- Appendix 4 sets out the forecast cost of the new Total Transport.
- In order to administer Total Transport in an efficient manner, it would be necessary to create a new pooled budget, drawing on the separate funding currently held for education transport, social care transport, etc. This would represent a cross-service approach, demonstrating that solutions can be found to administrative issues, in order to allow practical changes to be made that cut across service areas.
- Integrating services would deliver best value for money, by avoiding duplication of journeys for purely administrative or eligibility reasons.
- A full time Total Transport Area Officer role would be created to support the implementation of the new service. This would be funded from the central government grant for the project.

## 4.2 Statutory, Risk and Legal Implications

The following bullet points set out details of significant implications identified by officers:

- The Council has statutory obligations to provide certain types of transport, for example home to school transport for eligible pupils. The proposed services would continue to meet these legal obligations, with changes only being made to the method of delivery.
- Changing transport provision may generate criticism from some residents. The consultation work undertaken has identified many of these opinions in advance, and some respondents may be satisfied by the changes made to the original proposals. Others will continue to have negative views, which may or may not be changed by their actual experiences if the new services are introduced.
- Total Transport is a national initiative, and the Council would therefore be implementing a model that is in line with current Department for Transport expectations.

## 4.3 Equality and Diversity Implications

The following bullet points set out details of significant implications identified by officers:

- A Community (Equality) Impact Assessment was carried out for the 15 March report; this has now been updated in light of the revised proposals. This identifies broadly positive impacts, subject to the decision on concessionary fares and accepting that some residents will still consider the changes to be negative. This is included in **Appendix 1**.

## 4.4 Engagement and Consultation Implications

The report above sets out details of significant implications in **Appendix 2**.

#### 4.5 Localism and Local Member Involvement

The report above sets out details of significant implications in 2.9, 2.15 and 2.19

#### 4.6 Public Health Implications

The following bullet points set out details of significant implications identified by officers:

- The 2015 Transport and Health Joint Strategic Needs Assessment (JSNA) report identified that access to healthcare required particular attention. The new services, particularly the flexible minibus service, would provide new travel options for local residents needing to travel to their GP or the Princess of Wales Hospital, for example. Those with mobility issues, those living in rural areas, and those without access to private transport would benefit in particular.
- The commitment of the Clinical Commissioning Group (CCG) to support the provision of patient transport through the flexible minibus service represents a positive starting point for greater cooperation and integration between the Council and the CCG in respect of transport.

<b>Source Documents</b>	<b>Location</b>
Cambridgeshire County Council: Home to School/College Travel Assistance Policy (July 2015)	Room 020, Shire Hall, Cambridge <a href="http://www.cambridgeshire.gov.uk">www.cambridgeshire.gov.uk</a>
Department for Education: Home to School Travel and Transport Guidance (July 2014)	Room 020, Shire Hall, Cambridge
Cambridgeshire Joint Strategic Needs Assessment (Transport and Health)	Room 020, Shire Hall, Cambridge <a href="http://www.cambridgeshireinsight.org.uk/jsna">www.cambridgeshireinsight.org.uk/jsna</a>
Cambridgeshire County Council: Report to General Purposes Committee on Total Transport (15 March 2016)	Room 020, Shire Hall, Cambridge <a href="http://www.cambridgeshire.gov.uk">www.cambridgeshire.gov.uk</a>

# APPENDIX 1 - COMMUNITY (EQUALITY) IMPACT ASSESSMENT

## Directorate / Service Area

CFA and ETE

## Service / Document / Function being assessed

Total Transport *(note this is a pilot project, replacing existing school/college transport, social care transport, community transport and passenger transport services in a defined area)*

## Officer undertaking the assessment

Name: Toby Parsons  
Job Title: Transport Policy and Operational Projects Manager  
Contact details: 01223 743787

## Aims and Objectives of Service / Document / Function

To meet the Council's statutory and policy commitments in supporting the travel requirements of those needing to access services (including education, social care and healthcare) and of those wishing to travel for general purposes from rurally isolated areas. The intention is to support interventions that are already needed, and to take preventative steps that reduce the likelihood that future interventions will be needed (e.g. supporting individuals to maintain their independence).

## What is changing?

The Council currently supports different types of transport service to meet specific needs, for example distinct home to school transport contracts and specific community transport grants. The current focus is on the needs of one group of service users; neither the planning nor the delivery of services is integrated across different groups.

The new service will consider all transport needs together and will seek to deliver an integrated model that improves efficiency. This may allow the impact of reduced budgets on the level of service to be softened.

From a practical perspective, the proposal is to: review and amend the fixed bus routes (including school services) that currently exist; replace the current range of small vehicle services with a new flexible minibus service; support the development of the social car scheme; and establish a new booking & information centre, to provide a single point of contact. Following the consultation undertaken from March to May 2016, no significant changes to the times of day centre provision is proposed for the implementation phase of the project; this represents a change from the original proposals.

## Who is involved in this impact assessment?

The assessment has been prepared by the Total Transport team, based on feedback received from service users (through surveys undertaken in January 2016 and a full consultation exercise from 18 March to 13 May 2016) and in anecdotal format via email or phone. It is underpinned by an analysis of the data relating to current transport.

## What will the impact be?

Age	Positive
Disability	Positive
Gender reassignment	Neutral
Marriage and civil partnership	Neutral
Pregnancy and maternity	Positive
Race	Neutral
Religion or belief	Neutral
Sex	Neutral
Sexual orientation	Neutral
Rural isolation (local requirement)	Positive
Deprivation (local requirement)	Neutral

## What are the positive impacts?

For the four categories identified above (age; disability; pregnancy and maternity; and rural isolation) the main positive impact is increased opportunity to access flexible door-to-door services. A greater choice of times would exist than at present, with more flexibility as to possible destinations. This would support journeys to social and support activities (lunch clubs; parent and toddler groups; activity sessions; etc), as well as assisting with affordable transport to work or volunteering placements. The phased implementation that is now proposed, following the consultation undertaken from March to May 2016, will mean that the initial level of resource available for these opportunities will be lower than originally intended, but with the potential for this to be increased over time.

The establishment of a service open to all local residents would assist with community cohesion, by raising awareness of different needs and interests. Both this greater understanding of what takes place in the local community and the increased ability to access new activities and groups may support the development of local ways of meeting need.

## What are the negative impacts?

From an objective point of view, there are no specific negative impacts identified in the revised core proposals. This reflects the fact that all current users would continue to be able to travel at broadly the same times as at present. Whilst pre-booking would be required (a change for local bus users) this would be actively supported by staff at the new Booking & Information Centre, and should not act as a barrier to travel.

Should concessionary bus passes not be valid on the flexible minibus service, users of weekly bus routes who currently travel for free would be required to pay a fare.

This would be a new charge and therefore a potentially negative impact; it is an optional aspect of the proposals, however.

It should be noted that, whilst the assessment is that a comparable or improved service would be provided, there would undoubtedly be residents who would continue to be opposed to the replacement of their local bus service and who would therefore consider the proposals to have a negative impact.

### **What issues or opportunities need to be addressed?**

The flexible minibus service and the social car scheme, in particular, could be developed over time, drawing on the data available through the new Booking & Information Centre. The ability to plot all journeys in one place would improve efficiency and would allow demand to be reviewed as a whole, rather than in a fragmented way. It would be important that sufficient resource were in place to maximise the benefits available; close involvement with service users, community groups, local members, etc would be needed, all of which requires time.

### **What is the impact on community cohesion?**

There is potential for a positive impact on community cohesion, as set out above (i.e. greater awareness of needs within local communities, and increased ability to access new groups and activities). Continued engagement with service users, community groups and local members would be important.

The proposal to establish user groups for the Ely Zipper and route 125 would encourage genuine local debate about the future of public transport in those areas, against the background of the financial challenges that are faced.

## APPENDIX 2 – CONSULTATION

### Background

The consultation was launched online on 18 March, and closed on 13 May 2016. The link to the survey was distributed via the Ely Schools Partnership, to Parish Councils, and to those groups and individuals who have been added to the Total Transport mailing list during the project; it was also available on the Council website. Survey forms were also printed and distributed via libraries, operators of current services, day centres, and by post to registered school transport users.

Four drop-in sessions were held, at Ely, Littleport and Soham libraries, and at Little Downham book café. These generated considerable in-person discussion. In addition presentations were made to Haddenham and Wilburton Annual Parish Meetings, Soham Town Council, City of Ely Council and the East Cambridgeshire Access group.

### Consultation Results

The results to each question are shown below; not all respondents answered every question, and for question 5 additional analysis has been included, filtered by those who identified themselves as users of the current 117, 125 and 129.

<b>(1) We propose reserving the flexible minibus service for special school pupils only from 7:30am to 9am and from 3pm to 4:30pm.</b>				
			<b>Response Percent</b>	<b>Response Total</b>
1	Strongly agree		19.88%	68
2	Agree		33.33%	114
3	Neutral		28.95%	99
4	Disagree		7.60%	26
5	Strongly disagree		10.23%	35

<b>(2) Would the limited availability of transport from 7:30am to 9am and from 3pm to 4:30pm cause you particular problems?</b>				
			<b>Response Percent</b>	<b>Response Total</b>
1	Yes		17.31%	58
2	No		82.69%	277

**(3) We propose opening the flexible minibus service to all members of the community when it is not being used for school journeys; this means that it will carry mixed passenger groups.**

			Response Percent	Response Total
1	Strongly Agree		21.93%	75
2	Agree		40.35%	138
3	Neutral		24.27%	83
4	Disagree		6.73%	23
5	Strongly disagree		6.73%	23

**(4) We believe that the flexible minibus service will provide new opportunities to access local services and amenities.**

			Response Percent	Response Total
1	Strongly agree		19.53%	67
2	Agree		37.90%	130
3	Neutral		30.03%	103
4	Disagree		5.54%	19
5	Strongly disagree		7.00%	24

**(5) We propose replacing routes 117, 125 and 129 with the flexible minibus service.**  
*Answers based on all respondents*

			Response Percent	Response Total
1	Strongly Agree		5.26%	18
2	Agree		15.50%	53
3	Neutral		54.68%	187
4	Disagree		9.06%	31
5	Strongly disagree		15.50%	53

**(5) We propose replacing routes 117, 125 and 129 with the flexible minibus service.**  
*Answers based on those who identified themselves as using these services*

			Response Percent	Response Total
1	Strongly Agree		5.45%	3
2	Agree		3.64%	2
3	Neutral		25.45%	14
4	Disagree		16.36%	9
5	Strongly disagree		49.09%	27

**(6) On some routes we propose mixing primary and secondary age pupils.**

			Response Percent	Response Total
1	Strongly agree		2.83%	10
2	Agree		18.70%	66
3	Neutral		23.23%	82
4	Disagree		21.81%	77
5	Strongly disagree		33.43%	118

**(7) Where a community will have no other bus service, and there is local support, we propose opening the school service to other passengers.**

			Response Percent	Response Total
1	Strongly agree		14.86%	52
2	Agree		31.43%	110
3	Neutral		15.14%	53
4	Disagree		14.29%	50
5	Strongly disagree		24.29%	85

**(8) We propose that some buses will arrive/leave up to 20 minutes before/after the start of the school day.**

			Response Percent	Response Total
1	Strongly agree		7.20%	25
2	Agree		37.75%	131
3	Neutral		28.82%	100
4	Disagree		11.24%	39
5	Strongly disagree		14.99%	52

**(9) Comments If you'd like to add general comments, please use the space below.**

			Response Percent	Response Total
1	Open-Ended Question		100.00%	145
1	21/03/16 2:14PM ID: 33827448	If required to wait 20 minutes at College/school at the end/start of school day please can children be provided with somewhere sheltered from the weather to wait?		
2	22/03/16 8:13PM ID: 33966825	At present the current 125 service is more than adequate to meet the needs of the local community of little downham and Coveney If people need to get to work before 8.45 and come home after 5.15 How will the proposed new way work on school holidays and Saturdays we have no other transport links!!		
3	22/03/16 8:40PM ID: 33968618	The language used by secondary school children say age 15 is vastly to that of a primary school child, age 4. I do not think it would be in the child's best interest to mix them. I do not use local day centre transport or fixed bus routes so can not comment on those proposals. I only use the local school bus service to our primary school		

**(9) Comments If you'd like to add general comments, please use the space below.**

			Response Percent	Response Total
4	24/03/16 4:12PM ID: 34154629	If getting rid of the 125, there needs to be sufficient capacity on the flexible mini-bus service to accommodate current 125 users, particularly before 9.00am in the morning		
5	25/03/16 9:43PM ID: 34236937	having 'normal' passengers may stop unruly school children		
6	01/04/16 4:43PM ID: 34720356	Having recently moved to Ely, I was disappointed to see that to get from my home to Cambridge (roughly 20minutes drive) would take almost 2 hours by public transport (ie buses). Very glad the train station exists otherwise I would be unable to get to work in time.		
7	02/04/16 9:48AM ID: 34764959	The Ely Zipper is a well used bus but perhaps the number of journeys could be lessened as long as users are consulted.		
8	04/04/16 4:41PM ID: 34921984	The language and behaviour used on the secondary school buses is not appropriate for primary school users especially the younger ones. If you merge the public with school buses I expect to see all passengers CRB checked.		
9	04/04/16 6:18PM ID: 34928153	I would not be happy exposing my primary school child to the kind of language and behaviour I'm aware occurs on a secondary school bus.  I would also note that if the service was mixed with the general public, you would be responsible for providing safety assurances, such as CRB checking, for those general public passengers that may interact with my children.		
10	07/04/16 8:30AM ID: 35146083	Sorry but I don't know enough about the services to special needs schools. I will leave those questions to the careers who do.		
11	12/04/16 12:27PM ID: 35544202	I strongly disagree with opening school buses to general public as you haven't got a clue who the general public EG paedophiles also I disagree with using the school buses the primary school and high school children as a Mum of both schools it will need to be highly supervised to make sure the primary school children are safe		
12	12/04/16 12:50PM ID: 35545960	Buses to and from littleport are far too expensive and unreliable.  A&J Coaches providing the school buses from Littleport to Witchford Village College are a disgrace and this must be put out to tender. Many parents fear for safety issues and I will be taking it up with our MP.		
13	12/04/16 2:10PM ID: 35552643	Not a very sensible idea to mix, primary with secondary pupils or any school pupils with members of the public. Lots of child protection issues.		
14	12/04/16 4:00PM ID: 35561729	I have said disagree to question 8 because there is no comment about the supervision that will be provided by schools for students arriving by bus, if they were to arrive earlier and leave later than the school day. If there are to be teachers and appropriate supervision, my answer may have been different. I have replied 'neutral' for question 11 - the current provision of primary and secondary transport is excellent. There is however only one bus a week which serves Aldreth.		
15	12/04/16 5:06PM ID: 35567390	I worry about bullying on school buses which is bad enough between secondary school pupils younger children would not be able to cope with this.		
16	12/04/16 6:36PM ID: 35573060	I believe there would have to be someone on the bus other than the driver to support children on a 'mixed use' bus		
17	13/04/16 7:16AM ID: 35606382	Some people may struggle to contact you to book for the transport. They may not have support with them all the time. How will you make sure their needs will be met?No 7 I take it you mean after the school children are in school? If not child protection issues are raised. No 6 I personally would not like mixed buses for primary and secondary pupils. It will expose much younger pupils to swearing and to the issues that older children talk about. I would like firm reassurance that people with profound or severe intellectual disabilities are catered for as much as people with moderate to mild intellectual disabilities and that the quality of life of anyone with learning difficulties and/or disabilities is improved rather than reduced.		
18	13/04/16 8:17AM ID: 35609538	Mixing primary and secondary pupils is a BAD idea.  Not having busses leave later than 20 minutes after the school day will effectively kill after school activities for any pupil relying on these services. Again, a very bad idea.		
19	13/04/16 7:42PM ID: 35661144	question 8 - Has anyone talked to Schools about how these children will be covered by staff.		
20	13/04/16 8:33PM ID: 35663227	We do not want our children to share the bus at pick up or drop off with general public .		

**(9) Comments If you'd like to add general comments, please use the space below.**

			Response Percent	Response Total
21	13/04/16 10:31PM ID: 35670000	What child protection would be in place for enabling other passengers onto school buses?		
22	15/04/16 9:15AM ID: 35775788	<p>If you have adults mixing with school children they have to be CIB checked, what's the difference here?</p> <p>Going forward with this proposal, what will you do if a school pupil alleges that someone was indecent or carried out an illegal act towards them?</p> <p>How will you stop pedophiles grooming children using your service?</p> <p>Just because you are talking about the possibility of mixing primary and secondary school children doesn't make it any less of a danger. That still means there could be, for instance, a 17 year old boy grooming a 11 year old girl. This is very wrong.</p> <p>What is also wrong is that it took me a good 10 mins of perseverance to find this survey, it isn't clearly sign posted at all. So a lot of people will miss out on taking it - the sceptic in me says it was intentional because you know a lot of people won't want their kids mixing with the proposed groups.</p>		
23	16/04/16 8:48PM ID: 35899426	In March I received notice that County would no longer provide POST-16 transport assistance for young adults whose nearest appropriate centre for A Levels is in Cambridge. This means that my youngest son now has no transport from Isleham to reach Ely Station to take up his place at either Hills Road or Long Road. His older brother was eligible for a taxi to Ely station to get to his Sixth Form. What provisions are you including for young adults wishing to study A Levels as they are specifically excluded from any support at present and their numbers are growing since Ely College stopped offering A Levels.		
24	18/04/16 8:36PM ID: 36055962	This might just work if booking was not necessary.. From my (limited) experience the mix of the predominately elderly users and secondary school children would be unsatisfactory.		
25	19/04/16 11:22AM ID: 36101946	the school bus service, especially for younger pupils should be reserved for children of similar ages and be a safe environment. Mixing age groups, allowing general public to use the service could see younger, more vulnerable children be subject to bullying etc		
26	19/04/16 1:10PM ID: 36111067	My concern is transport to and from sixth form colleges in Cambridge. Since the government require children to carry on at school how are they supposed to get there? We live in isleham which has no regular bus service. Please advise.		
27	19/04/16 1:15PM ID: 36111940	What is your position on letting six year old children departing a bus on a 60 mph speed limit road?		
28	19/04/16 1:15PM ID: 36111833	<p>Schools would have to have somewhere for the children to go with 20 minutes before school. What if it is raining? It also encourages children to wander off (and perhaps not return).</p> <p>Behaviour can be poor on secondary school buses so would ideally not like to mix this with primary children.</p> <p>Don't know off hand what routes 117, 125 and 129 cover so can't comment.</p>		
29	19/04/16 1:16PM ID: 36112269	School children are too vulnerable for other adults to be on the bus with them. You cannot mix 14-15-16 yr old students with 4-5-6 yrs old and you certainly cannot put adults in that mix. School transport should be safe and parents should be allowed to rely on it being safe.		
30	19/04/16 1:25PM ID: 36113071	Ely College does not provide A levels. A levels only available in Cambridge. No transport with or without funding available to get students to Cambridge within school day hours.		
31	19/04/16 1:36PM ID: 36114000	The secondary school buses serving Soham Village College are a disgrace (many I am sure are not road worthy) and the unsupervised children on the buses in many cases out of control. My daughter refuses to get the bus and I drive her in each day because of the behaviour. It would be horrifying to think that Primary children would be subject to this behaviour. Many children are hurt on the way home and bullying is rife.		
32	19/04/16 1:46PM ID: 36114748	While the idea is possible, what happens should a child like ours (with Autism) decide to have a panic attack, when the vehicle is full of other children, and possibly adults?		
33	19/04/16 1:51PM ID: 36115190	<p>Why is there no busses to Cambridge from ely for post 16 transport</p> <p>As it's the law all pupils stay in education until 18. And as you know Ely college do not offer a full range of A levels and many parents having to pay money to go to Cambridge. I hear transport subsidy is going so parents like myself face huge bills and little choice. Surely enough parents to run a bus and some subsidies due to their</p>		

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			Response Percent	Response Total
		nearest post 16 college is in Cambridge		
34	19/04/16 1:57PM ID: 36115330	Currently, my main concern is safety on the school buses serving Soham VC from Ely. They are often overcrowded, with extra children squeezed into the seats, and usually very dirty. I do not see that any member of the general public would put up with these conditions.		
35	19/04/16 2:06PM ID: 36116335	Will be very HAPPY if the school no longer used JANS coaches!!		
36	19/04/16 2:14PM ID: 36115827	Public transport provision is appalling and a disgrace for a supposedly advanced nation that cares about its citizens and the environment in which they live. All means of public transport need to be drastically improved with services actually servicing everybody in the community. Young, disabled and older people, as well as those who do not drive or commute to work are disadvantaged by the lack of transport provision. If there was a proper commuter service to and from Ely, as well as to all the Cambridge Colleges from the train station, the roads would be much emptier and the environment would benefit too, not to speak of people's purses! Mixed primary and secondary school transport would require escorts to ensure everybody's safety and wellbeing. Having pupils from Highfield School and regular members of the community share mini-buses is a recipe for a huge disaster and a major accident waiting to happen. A number of students at the school have severe autism and would not be able to cope with having different people hopping on and off the bus at random. Do your research on autism!!! Bus services need to operate in the evenings and weekends to counteract anti-social behaviour and the decline of the nation's mental health. How are young people supposed to become upstanding citizens, if they have no opportunities to grow?		
37	19/04/16 3:43PM ID: 36124782	Would be helpful to have buses one hour after end of secondary school specifically Soham vc for pupils attending revision classes, extra GCSEs taught after school and sporting activities. The no 12 bus from Soham war memorial near Soham village college to Ely only runs once an hour. Every 30 minutes would be better as after school classes finish at different times and also if child misses bus they are potentially stuck in Soham for an hour til next bus to Ely Private school bus only runs at end of normal school time (3pm) and does not offer a service for children attending after school classes back to Ely. These are often revision or enhanced teaching classes not just social activities so child needs to attend. Many parents try and pick children up from after school classes because of lack of public transport back to Ely but this is difficult to fit in and around working hours as most parents are still at work at 4pm.		
38	19/04/16 4:45PM ID: 36130610	Is route/ bus S006 being affected?		
39	19/04/16 6:16PM ID: 36135790	As we live in Burwell, the bus service to Ely is terrible, there is no direct route. You have to catch a bus to Newmarket, hang around for an hour before there's a bus to Ely. I you have an appointment at the hospital in Ely you have to change buses again in Ely. It takes a whole day to do a return journey		
40	19/04/16 9:27PM ID: 36146110	You can't have a primary aged child arriving 20mins early for school with no chaperone / parent to be there to wait with them. This will cause child protection issues, as will mixing primary and secondary school students on a bus with each other and older people. Surely child protection would prevent this? we get coach drivers police checked, what about random others getting on a bus and grooming children? Really not acceptable.		
41	19/04/16 10:22PM ID: 36148443	I am all for sharing a community bus service making this flexible to other users however strongly disagree that school children to share a bus service with adults or other people... Primary and secondary children should continue to have a provision solely for their use to ensure they get to school safely without the risk of having to mix with adults just so you can save money if you amalgamated it... What safety measures would be put in place to ensure our children are not sharing transportation with paedophiles?? I can see no justification in changing our children's transport to and from school. I believe children should feel safe the option to share this transport with the general public is wrong		
42	20/04/16 6:54AM ID: 36168595	I live between Isleham and Prickwillow and my daughter has school transport into Soham Village College. This has been available for the last 40 years as should continue to be a service.		
43	20/04/16 10:04AM ID: 36180508	Is this a free bus service?		

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			Response Percent	Response Total
44	20/04/16 1:34PM ID: 36198595	At the moment, there is no bus service to outlying villages, e.g. Prickwillow, which means we have to juggle getting my autistic son to Ely, to get a bus or train to Cambridge where he works as well as driving my daughter to Soham Village college and getting ourselves to work. We would like to use public transport to get to work, but can't because the bus service currently only runs from Ely, and not always at convenient times.		
45	20/04/16 10:00PM ID: 36230322	I think my children have to get up and leave early as it is wouldn't want them to have to leave earlier. I think with the money the council say they will save by plunging us into darkness by removing our street lights we shouldn't have to worry about how our kids are getting to school		
46	20/04/16 10:57PM ID: 36233087	All school buses should be free, the government want our children in school, so we choose the best one for our child and because it is not local we are charged £195 termly, I have another child going to soham in September, goodness knows what the cost will be, it's terrible!		
47	21/04/16 9:36AM ID: 36259997	When the bus collection time is already early, a 20 minutes arrival before the school day makes the start considerably earlier than before and what facilities would be provided at school for the pupils to use/have access to at this time?		
48	22/04/16 2:53AM ID: 36322325	Strongly disagree with young children on school buses travelling with other bus users for safeguarding reasons. If it is a school bus children may assume adults on bus are safe people to talk to.		
49	23/04/16 7:04AM ID: 36416554	I will have two children using the school bus service and would have concerns for safe guarding if my 4 and 6 year old were to travel on a public transport route with other members of the community. I strongly believe that the school bus route should be used only by primary school age children. I also believe that extending the arrival time and departure time by up to 20 minutes would be difficult for my children to manage and for the school to manage them arriving up to half an hour before or staying half an hour after the school day has finished.		
50	24/04/16 12:32PM ID: 36488597	I'm not familiar with some of the bus services mentioned above but feel that if the service means that areas with very limited services have greater access that is a good thing. Don't like the idea of primary and secondary school pupils travelling together on same buses as could be an issue with the behaviour of older children. I use bus soham to Ely regularly but would be very excited if a train station opened in soham for better access for Cambridge etc.		
51	24/04/16 7:01PM ID: 36505002	"Flexible" service is fine as long as times can be guaranteed. How can appointments be booked if times are "flexible" booking at doctors etc is already difficult enough.		
52	25/04/16 5:17PM ID: 36600344	I would like to know exactly what area this proposed service will cover and if the Bus pass (elderly) is not accepted, the approx. cost per mile.		
53	26/04/16 10:03AM ID: 36646590	Living in Wicken with only one regular bus service which is used by a number of people, I have to say that everyone who uses the service is extremely disappointed with the proposed changes. The proposal of a flexible minibus service does not appeal to anyone who I have spoken with. The elderly people who use the current service are not interested in a dial a ride type service, which they have previously found to be unreliable (minibus not turning up and lack of communication). I feel that taking away this very important service within our community will take away a life line for some and in turn, have huge implications on the independence and confidence of the elderly ladies who use the Wicken service every single week. As a mother with two children aged 6 who currently use the St Andrews school bus service (and a 3 year old), I also strongly disagree with any proposed changes to school services. How could it be a good idea to mix secondary and primary aged children (and possibly other passengers)..... While I, of course stand at the bus stop with my children, 15/16 year olds are there unsupervised. Am I supposed to step in to deal with them when they start using bad and inappropriate language in front of my children? Anyone who came up with the idea of a double decker bus to separate the children obviously was not looking at the bigger picture. The number of people complaining during the meetings at Ely last week really should be taken in to consideration. It seems that none of people involved in the drawing up of these proposals and the consultation process live in the affected areas and have no clue as to how withdrawing the very limited services we do have will affect our communities.		
54	27/04/16 12:10PM ID: 36755449	125 bus is very important - will be lost without it. Rather than losing it, more frequent buses would be helpful. Please save this service.		
55	27/04/16 12:23PM	I have never used a bus, my eldest son used to get the number 9 from Stratham to Ely		

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			Response Percent	Response Total
	ID: 36757335	College - the timetable would often change through the year, making him really early or late. Will this happen for Little Thetford School to Ely College?		
56	27/04/16 12:27PM ID: 36757869	Great need for transport to day centres and hospital appointments for the elderly.		
57	27/04/16 1:35PM ID: 36757999	Please do not cancel the current school bus - Isleham to Soham.		
58	27/04/16 1:57PM ID: 36765394	Q7 : I have no children in the family that this would apply to, but I know there are some who oppose opening school services to passengers - understandable. A minibus booked for regular trips around Littleport and to the station at busy commuter times would be a godsend.		
59	27/04/16 2:06PM ID: 36766141	Future needs may require in areas of increased development a Shuttle means of transport to convey people to the centre, as do the buses in Bury St Edmunds, for example. Some councillors who plan transport are not always aware of how the system works ie. in Soham we have in effect an hourly service to Ely and Cambridge, but also Bury St Edmunds		
60	27/04/16 2:08PM ID: 36766456	I use No 12 Stagecoach service - wish it was on time when I have hospital appointments at Cambridge.		
61	27/04/16 2:14PM ID: 36767022	Following the recent death of my husband, I rely completely on the 125 bus for return travel to Ely Station.		
62	27/04/16 2:27PM ID: 36767923	I have primary school age bus users and strongly object to this. It's a difficult period for this age of children, which would only get worse through much older children or strangers' presence. Can we ensure safety - are passengers CRB checked?		
63	27/04/16 2:30PM ID: 36768249	Having primary school children travel on the bus like we do would be a huge mistake. Our children have used this route, and from experience the distress is high enough anyway without added older peer or indeed other persons' pressures.		
64	27/04/16 2:42PM ID: 36769336	MW0028 - I fail to see how taking all service bus routes which span the whole day Mon-Sat from Little Downham (125) and replacing with a very limited minibus option will work. I myself will have either option to walk, or move house!		
65	27/04/16 2:52PM ID: 36769903	MW0030 - re point 6 - with supervision for younger children? My son often needs to get home from Ely train station - the Zipper is expensive. Could you incorporate buying block tickets for students at 6th Form?		
66	27/04/16 3:03PM ID: 36771394	MW0036 - Currently, only the Sutton to Witchford route is used for school bus. Otherwise no other public transport used.		
67	27/04/16 3:10PM ID: 36771652	MW0037 - Yes - the 125 suits all our services ex doctors, dentists as well as shopping. Without this we will be isolated. Also, we all meet on the bus for friendship which you need when you get older.		
68	27/04/16 3:19PM ID: 36772401	MW0039 - Would really like more public transport. We only have the number 9 to Ely. Even a ride to the station to get the train to Kings Lynn would be handy.		
69	27/04/16 3:35PM ID: 36774036	MW0046 - why stop the 125 when it is used by people visiting doctors, dentists, eye appointments, necessary shopping. Most that use it have no transport of their own. Many will be isolated.		
70	27/04/16 3:37PM ID: 36774237	MW0047 - These bus services are essential for villagers. It will be much less convenient if people have to book a minibus in advance.		
71	27/04/16 3:40PM ID: 36774431	MW0048 - The 125 service is a great service. Please don't take it from us.		
72	27/04/16 3:42PM ID: 36774648	MW0049 - I feel that the proposed services will benefit our community as a whole.		
73	27/04/16 3:47PM ID: 36774803	MW0050 - Re : Proposal 9 (11 on online form) - Agree, providing (a) the current service remains as it is, and (b) the bus drivers are unpunctual. If they arrive early, they do not wait until the correct time - and folk miss the bus.		
74	27/04/16 3:51PM ID: 36775119	MW0051 - Other passengers should not mix on children's school buses, for safety reasons. Ely and surrounding areas are getting more housing and more schools - transport should not be cut, but increased.		
75	27/04/16 3:59PM ID: 36775874	Still major concerns about 'undesirables' gaining access to public transport with children on it! Is adult to be employed to ensure safety on bus?		

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			Response Percent	Response Total
76	27/04/16 4:03PM ID: 36776050	MW0054 - I'm not happy with the idea of mixing school children from age 4 - 16, especially when you hear the language etc of teenagers. Young children should not have to listen and mix with this age group, especially if unsupervised.		
77	27/04/16 4:05PM ID: 36776420	MW0055 - School transport should not be compromised.		
78	27/04/16 4:10PM ID: 36776559	MW0056 - My children need to use a bus solely for their use to get to and from school. The bus is currently busy and would not benefit from sharing or losing this facility.		
79	27/04/16 4:15PM ID: 36777206	MW0059 - Some drivers need to be more courteous and not so rude - thank you.		
80	27/04/16 4:29PM ID: 36778351	MW0065 - 80 years old - need this bus (117)		
81	27/04/16 4:31PM ID: 36778495	MW0066 - In Prickwillow we do not have buses and drive anyway. Would be good for Saturday for daughter to meet her friends though.		
82	27/04/16 4:35PM ID: 36778691	MW0067 - We could do with better services, not cutting them all the time. More housing is being built, but less transport - always cutting services.		
83	27/04/16 4:37PM ID: 36778948	MW0068 - Happy with school bus service at present. However, my son will be starting 6th Form Sept 2017 so cannot comment on this until I know his timetable.		
84	27/04/16 4:45PM ID: 36779421	MW0071 - How would a mix of school pupils and the general public be policed? The behaviour on some school buses is poor, so how would primary pupils / general public feel. How much would bus driver do about behaviour or would there be a chaperone. School pupils would not feel happy waiting at start and end of day, and who is responsible for the children then?		
85	27/04/16 4:50PM ID: 36780007	MW0074 - A service that runs later in the evening and on Sundays would be appreciated.		
86	27/04/16 4:58PM ID: 36780407	MW0077 - It's difficult to get from Haddenham to Cambridge on the bus. There's one direct one that I know of each day - other than that, you have to change and it costs a fortune.		
87	28/04/16 9:48AM ID: 36828584	MW0080 - The Ely Zipper bus is our best service. Without this, Haddenham is very unsupported (and surrounding villages).		
88	28/04/16 9:52AM ID: 36828937	MW0082 - We live in Fordham, so don't tend to use services within Ely.		
89	28/04/16 9:56AM ID: 36829290	MW0084 - Excellent service for my son who has autism and special needs.		
90	28/04/16 10:01AM ID: 36829582	MW0085 - At the end of a school day, I feel that it is unacceptable to expect children to have to wait longer than 10 minutes for a bus home. Love the Zipper, don't lose the Zipper.		
91	28/04/16 4:10PM ID: 36858468	I'm a regular user of the 125 service, I would not like to see changes to the service that mean fewer journeys or more complex booking arrangements.		
92	29/04/16 9:32AM ID: 36913605	MW0086 - I find it hard to believe that you would consider having school children and other passengers. This could put children in danger as you have no control over who goes on the bus.		
93	29/04/16 9:36AM ID: 36913948	MW0087 - I hope ESACT continues to operate in September. At the moment they have lunch and various outings to different destinations which lots of members enjoy.		
94	29/04/16 9:55AM ID: 36915451	MW0091		
95	29/04/16 10:00AM ID: 36915755	MW0091 - I live in Pymoor and at present we have no bus transport, other than the school bus service. Would use 117 / 125 / 129 if we had it to Pymoor.		
96	29/04/16 10:07AM ID: 36916050	MW0092 - response to point (7) - only if a chaperone is on the bus - unaccompanied minors need to be protected. Point (8) - loose time is when bullying occurs.		
97	29/04/16 10:10AM ID: 36916592	MW0093		
98	03/05/16 5:00PM ID: 37216351	Don't really like the idea if general public using school buses as there is a safeguarding issue in my opinion. No problem with buses arriving at schools early as long as there is shelter for inclement weather.		

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			Response Percent	Response Total
99	04/05/16 9:31AM ID: 37266030	MW0094 - It is very sad to see empty buses and roads choked with cars. Anything that changes this culture is welcome. Punctuality of buses is always difficult. Low bus fares, parking charges in Ely and more expensive petrol would help. Heavy shopping can be delivered.		
100	04/05/16 9:40AM ID: 37266751	I strongly disagree with this scheme. I was at the meeting in Ely Library on Thurs 21st April. I had a few questions to ask, but did not get any straight answers from Toby et al. They could not guarantee that I would get to any appointments I might have in Ely on time (doctors, dentist) which is of no use. With a timetabled bus service, you can arrange your appointments to fit the bus schedule. It seems to me that this scheme is haphazard and the social aspect of it needs to be considered as well. I don't think it is too much to ask for our ONE timetabled bus a week to be continued, because if not we are losing our ONE bus a week through the back door. We should also be able to use our bus passes on this bus. I can use my pass on other bus services. So this would be discrimination against us.		
101	04/05/16 9:47AM ID: 37267956	MW0097 - I think there should be a more frequent service for those who live outside of Ely and who do not have access to a car. You need to send this to people who use the service.		
102	04/05/16 9:51AM ID: 37268388	MW0098 - There is NO transport into Ely city centre after the 1644 from my stop on a Saturday evening. And NOTHING, ANYWHERE on Sundays / Bank Hols.		
103	04/05/16 9:54AM ID: 37268826	MW0099 - Desperately need a public bus service for Prickwillow.		
104	04/05/16 10:12AM ID: 37269654	MW0102 - Bullying on mixed buses would be a problem.		
105	04/05/16 10:41AM ID: 37273645	MW0104 - Bus service needed for public use from Prickwillow.		
106	04/05/16 10:58AM ID: 37274448	MW0106 - Buses from Little Downham are far too infrequent already and mixing journeys with students is a bad idea because of students' behaviour.		
107	04/05/16 11:16AM ID: 37276666	MW0108 - Anything that gets more passengers on what always looks like empty buses.		
108	04/05/16 11:25AM ID: 37278053	MW0111 - Only use school bus for secondary school.		
109	04/05/16 11:43AM ID: 37278329	MW0112 - We use Zipper bus. Q7 : what choice do you have - you can only agree to what the council wants to do. Appointments at hospital or dentist are a problem if you don't have transport or no family to take you. Getting to Addenbrooke's can take on bus 2 hrs or more (taxi £45+ one way) and appt times don't always allow you to make that time, so you change them and it's a longer wait to be seen. it's like living in a black hole, living in the country. I hate it now but cannot afford to move. We own our own place but everywhere in Cambridge is too expensive.		
110	05/05/16 2:05PM ID: 37382481	Strongly oppose any proposal to mix primary and secondary school children; strongly oppose mixing other users with ANY school children.		
111	05/05/16 3:20PM ID: 37389149	General public should not have access to school services. I agree in principle to the sharing of buses by primary and secondary school children but if I were the parent of a primary school child I would be concerned about the language they may encounter during their journey from some secondary school children. I do not have experience of primary school transport. Is there a requirements for an adult other than the driver to be present?		
112	06/05/16 9:09AM ID: 37443786	MW0113 - do not use public transport.		
113	06/05/16 9:15AM ID: 37444468	MW0115 - Q1,2,3 and 4 are only applicable if fixed bus route removed, so therefore no need to answer.		
114	06/05/16 9:21AM ID: 37444868	MW0117 - (a relative) is hoping to go to CRC, but is very worried about going on the big bus with lots of strangers.		
115	06/05/16 9:26AM ID: 37445336	MW0119 - Interestingly, the most vulnerable members of Coveney were not sent these surveys.		
116	06/05/16 9:28AM ID: 37445534	MW0120 - Questions are the wrong way round. Should be fixed bus route first.		
117	06/05/16 9:36AM	MW0122 - Time to introduce parking charges - the city is missing out on this revenue		

**(9) Comments If you'd like to add general comments, please use the space below.**

			Response Percent	Response Total
	ID: 37445993	People will still visit Ely and stay for longer than 2 hours. If I need to do any serious shopping I go elsewhere and so do a lot of other local people!		
118	06/05/16 9:47AM ID: 37446926	MW0126 - One bus a week in Coveney - hardly ideal. Consequences of no bus have social, health as well as transport issues. Bus passes still able to be used??		
119	06/05/16 10:01AM ID: 37448082	MW0131 - Expensive, but good service.		
120	06/05/16 10:06AM ID: 37448285	MW0132 - No good opening school bus if no other bus available. Doctors' appointments etc can't be booked with certainty. Seats can't be guaranteed on booked minibus. No good for dentists, social, banking etc. Will bus passes still be allowed??		
121	06/05/16 10:13AM ID: 37448685	MW0133 - I agree with mixing those passengers who use the services (apart from primary and secondary pupils), but disagree that travel needs to be booked in advance. There will be times when those dependent on buses may need to get somewhere in a hurry and advance booking is impractical.		
122	06/05/16 10:22AM ID: 37449863	MW0136 - Wicken needs a bus.		
123	06/05/16 10:26AM ID: 37450063	MW0137 - I'm worried that Little Downham will be cut off and that people won't be able to access doctor's appointments - most people can't afford taxis.		
124	06/05/16 10:34AM ID: 37450358	MW0138 - Although I do not use the service often as I can drive, I do believe that children and adults using the same service at early and late times should be kept separate, unless they are with their own parent.		
125	06/05/16 10:36AM ID: 37451046	MW0139 - how do we get to work?? How do we get to doctors?? What service Saturdays??		
126	06/05/16 10:40AM ID: 37451281	MW0140 - Another way to save money - rural transport is never seen as a necessity, just a nuisance as it loses money.		
127	06/05/16 10:46AM ID: 37451792	MW0142 - I know nothing about the services described here, but I do use very frequently public service vehicle (Littleport / Ely) - I rely on it.		
128	06/05/16 10:50AM ID: 37452165	MW0143 - I would like the No 9 to always run to Cambridge, Littleport and Chatteris, and should be extended to March.		
129	06/05/16 2:47PM ID: 37474581	MW0146 - please reinstate Park & Ride in Community College on Saturdays.		
130	10/05/16 10:23AM ID: 37799930	MW0147 - I think that mixing schoolchildren from primary and secondary schools is a dreadful idea that will result in some very unpleasant situations, particularly for primary children.		
131	10/05/16 10:26AM ID: 37800484	MW0148 - I have a bus pass and only use the commercial bus services eg. 9 and Ely circular route 15. I am quite happy with these services.		
132	10/05/16 10:32AM ID: 37801048	MW0150 - Flexible service will be very hard to coordinate, and will require a salaried person to do this.		
133	10/05/16 10:36AM ID: 37801315	MW0151 - My grandchildren travel on the school bus. It is not appropriate for 4 year olds and 16 year olds to be on the same bus as it would be impossible to control such a wide range of children. Young children have a long day without adding to it.		
134	10/05/16 10:39AM ID: 37801809	MW0152 - seldom use the bus service from Littleport to Ely, but when I have, it has been punctual.		
135	10/05/16 10:42AM ID: 37802059	MW0153 - I find it is not possible to use the present bus service because the driver is unable to help with my 'walker'.		
136	10/05/16 11:03AM ID: 37803817	MW0159 - Thursday bus to Ely is the bus I take to get to Ely Market to do my shopping as I have not got transport, so the bus is useful as I am now retired.		
137	10/05/16 11:09AM ID: 37804731	MW0161 - Links with Norfolk & Suffolk ie. Downham Market, Mildenhall. Every No 9 to go to Cambridge instead of changing in Ely.		
138	10/05/16 11:23AM ID: 37805694	MW0163 - Disabled users should retain their exclusive services and not have to share or be pushed to the back of the queue, waiting until services are available to have their needs met.  (Comment made beside 'About You' section) - 'We don't use any of the services, and take our son to his Ely day centre each day. The users need these services and they must not be cut or tampered with in any way. They have enough to cope with, without		

**(9) Comments If you'd like to add general comments, please use the space below.**

			Response Percent	Response Total
		further stresses."		
139	10/05/16 11:51AM ID: 37806898	<p>MW0164 - We strongly feel that the service users of Larkfield Adult Centre are being totally disregarded. This will have so many negative effects for the service users. The service users could be starting and finishing one and a half hours later than they currently start. There are so many reasons why this is unacceptable :</p> <p>Firstly, many of the service users have set routines and find change incredibly difficult. If they are getting up at their normal time and have to hang around an extra one and a half hours, it is going to cause distress to them and behavioural changes which will not be pleasant for their carers to deal with.</p> <p>Their morning timetables will be impossible to carry on. For a number of service users, this is their only social activity.</p> <p>One service user has to go home at 12:30 due to her medical needs. If she doesn't start until 10:30, it will hardly be worth her attending. This will not only be a huge loss for her but also for her mother, who gets all of her jobs done whilst her daughter is at Larkfield so that they can spend as much time as possible together once she is back home.</p> <p>Some of the service users are in fact quite old. The proposed end times are very late for these users.</p> <p>The impact on the staff will be severe too. Some of the staff even have other jobs they go on to afterwards, which they need to supplement their incomes.</p> <p>I can't help but feel that it will benefit everyone else in the community but be detrimental to the learning disabled service users at Larkfield. It feels like a bit of a backward move.</p> <p>I feel that the best way to judge our society is to look at how it treats its underprivileged and disabled people.</p>		
140	10/05/16 12:00PM ID: 37810251	<p>MW0165 - We moved from Cambridge to Ely as my daughter could no longer travel on the minibus to Larkfields as she is so frail and gets poorly quickly. We chose Larkfields for her as the staff are amazing with her and the students are too.</p> <p>I was really saddened to hear that the hours might change because of transport cuts. I take my daughter to the centre and pick her up as she has to go on her bed and her pump at 12:30pm. This time change will mean she will only probably get about two hours at the centre.</p> <p>This is all she has (and she loves going to Larkfields) to socialise with the other students.</p> <p>We cannot change the times of her pump due to health reasons, so can you please read my letter and see how much this will affect her life and everyone else's I'm sure.</p>		
141	11/05/16 11:07AM ID: 37901101	In my view those with concessions and no personal transport will be worse off if they cannot use their passes. I suggest a trial period first.		
142	11/05/16 12:37PM ID: 37911785	This needs more thought. No mixed school ages on buses without adult supervision (CRB checked). Are all adults who sit on buses containing school children going to be CRB checked?		
143	12/05/16 9:17AM ID: 37995698	<p>MW0169 - I am writing a short note about transport changes, which I don't agree on. My daughter goes to Larkfields Monday, Wednesday and Friday, as she is in a wheelchair which is a wide one, and she is not mobile. We have carers to help her - I don't drive at all. Her going to Larkfields gives me time to go shopping, doctors, dentists &amp; hairdresser as I am divorced.</p>		
144	13/05/16 2:11PM ID: 38114238	<p>I think opening up school buses to the general public would cause safe guarding issues.</p> <p>Secondary school children leave early enough as it is at the moment without having to go any earlier. Plus we have no information as to what the young people would do in the time they are dropped off to the time they start school!</p> <p>With regards to the flexible minibus service I don't feel able to comment as I have never used this service.</p>		
145	13/05/16 4:14PM ID: 38123744	<p>I am very keen for you to consider the opportunities for demand response transport - beyond just local community needs and include specific reference to the opportunities that "Total Transport" creates for widening access to leisure and tourism - and its economic benefits for local communities.</p> <p>This is the focus of Peter Bates (PJB Associates)'s study for the Ouse Washes Landscape Partnership (OWLP) that is managed by Cambridgeshire ACRE – I am the Programme Manager for this £1.2 million Heritage Lottery Fund grant-aided partnership programme covering large parts of the Cambridgeshire and Norfolk Fens (in Cambridgeshire covering parts of East Cambs, Fenland DC, South Cambs and Hunts DC). We are fortunate having been able to grant PJB Associates a small grant to carry out a significant piece of work for the OWLP partnership, i.e. a "Feasibility</p>		

**(9) Comments If you'd like to add general comments, please use the space below.**

	Response Percent	Response Total
<p>Study into Public Transportation Options for widening access to the Ouse Washes Landscape" – see also: <a href="http://discover.pjb.co.uk/index.php/ouse-washes-public-transportation-options-feasibility-study-2/">http://discover.pjb.co.uk/index.php/ouse-washes-public-transportation-options-feasibility-study-2/</a></p> <p>The current proposals for your pilot scheme have not fully considered the economic opportunities for individuals and businesses that would have better access to work in rural areas without the need to have a car or a cycle. Neither has it considered the opportunities for widening and creating access to the countryside including leisure/tourist amenities.</p> <p>Having looked at what you are proposing within your pilot in the specific North East Cams area, three leisure/tourist "hot" spots have been identified that I would be keen to be specifically incorporated as an opportunity within your pilot. None currently have any appropriate public transport access but are within the areas that you are proposing for a flexible mini-bus service. They are:-</p> <ol style="list-style-type: none"> <li>1. Wicken Fen</li> <li>2. Prickwillow Engine Museum</li> <li>3. Welney Wildfowl and Wetlands Trust Centre (although just in Norfolk - it could be frequented by residents from Ely/Littleport and beyond with links to the railway stations.</li> </ol> <p>All three partners (National Trust at Wicken Fen; Prickwillow Engine Trust; and the WWT at Welney Wetland Centre are closely linked to the partnership, with the latter two also being key delivery partners within the OWLP project). All three have expressed the need for better public transport connections to their sites, so that local people (as well as visitors from further afield) can access these important heritage and biodiversity assets in the area, and help the economic development of the local, rural Cambridgeshire Fens in the process.</p> <p>It is noted that a new destination management organisation has recently been created (Visit Cambridge &amp; Beyond DMO) to encourage visitors to stay longer in the area and visit attractions beyond the City of Cambridge. The OWLP partnership works closely with this DMOP to help implement this for the Cambridgeshire Fens. In order to succeed, it will be important for the region to have an integrated public transportation plan.</p> <p>To be truly "Total Transport" all reasons for using public transport need to be considered within your pilot - which if proven to be successful would have a multiplier effect when rolled out across the county.</p>		

Question 10 invited users to provide contact details if they wished a response. This data has therefore been removed from the public report.

**(11) Thinking about the punctuality and overall quality of service, do you agree with the statement that current transport in the Ely area meets your needs?**

			Response Percent	Response Total
1	Strongly agree		8.80%	30
2	Agree		31.38%	107
3	Neutral		37.24%	127
4	Disagree		11.44%	39
5	Strongly disagree		11.14%	38

Questions 12 and 13 asked respondents where they live and which services, if any, they currently use.

### Email Submissions

In addition to the statistical results above, specific emails were received from six groups/organisations. The first of these was received from City of Ely Council; the second was an email from East Cambridgeshire Access Group (a voluntary group supported by the District Council, which meets to advise on accessibility issues); there were then three linked emails relating to the tourism opportunities that exist (one of which essentially replicated comment 145 above); and finally there was a response from Haddenham Parish Council.

#### (1) City of Ely Council

“The City of Ely Council is in favour of the plans to introduce the flexible minibus service, and agree that it should be made available to all when not in use for school journeys.

We support replacing routes 117 (Ely-Upware), 125 (Ely-Little Downham) and 129 (Ely-Brandon Creek) with the flexible minibus service. The current provision on those routes is extremely limited, and the minibus should provide a much improved service for users.

We also support plans to allow the mixing of primary and secondary pupils as well as other passengers on school services. We expect the mixture of ages will provide a civilising influence leading to improved behaviour on school services. Such mixing of users already occurs in places such as London where pupils travel to school on regular public transport.

We have no issues with the proposal to increase efficiency of school service operations by allowing services to arrive or depart up to 20 minutes before or after the school day.”

#### (2) East Cambridgeshire Access Group

“Information: it was felt that the services that existed were under used partly because:-

- It is difficult to obtain, or know where to obtain, information on existing bus services.
- The information at the bus stop timetable could be more clearly displayed by underlining or using bolder/larger type relevant to that stop.
- An audible service at all stops would help those with a visual impairment. The telephone number displayed does not always provide any service.
- There is no information indicating which services have step free access.
- Where do The Volunteer Car scheme advertise their service?

Routes: These seem to be focussed on bringing people into Ely from the villages not providing transport into the villages from Ely or other rural areas.

- The dial a ride service does not service many rural areas.
- It is also expensive and charges £15 to carry a scooter.
- How do the vehicles get to/return from the villages to start the service – could the public use them instead of them travelling around with ‘not in service ‘ displayed?

Safety:

- We discussed the concerns of some parents about allowing adults to travel on school buses particularly with Junior school age children returning home. This also applied to vulnerable adults on community transport from day centres.
- Concern had been expressed about guardians on school buses as some parents felt the guardian did not even know the name of their child and wouldn't know if an adult engaging the child in conversation was a relative or stranger.

Other Points

- It was suggested that connecting the bus service with the train would be a useful service.
- Ely station is manned and connects to more routes than other stations in East Cambridgeshire, therefore for maximum efficiency connecting with this station would be best rather than other unmanned stations with less services.
- Mondays and Fridays were the days when train services were least used, therefore providing a linking service on those days might be preferable.”

### (3) PJB Associates on behalf of Ouse Washes Landscape Partnership

“Although, I understand that the focus of your Total Transport Survey has been on reducing costs by better integrating school transport and day care provision - managed by the County Council - I believe that your Study has not fully looked at the wider opportunities that could be offered by developing a truly Total Transport Strategy that enables access to ALL members of the community including visitors to the area.

It has not fully considered the economic opportunities for individuals and businesses that would have better access to work in rural areas without the need to have a car or a cycle. Neither, has it considered the opportunities for widening and creating access to the countryside including leisure/tourist amenities.

Within the East Cambs area I have identified three leisure/tourist "hot" spots that I would be keen to be specifically incorporated within your pilot. None, currently have any appropriate public transport access - but are within the areas that you are proposing for a flexible mini-bus service. They are:-

1. Wicken Fen
2. Prickwillow Engine Museum
3. Welney Wildfowl and Wetlands Trust Centre (although just in Norfolk - it is frequented by residents from Ely/Littleport and would benefit with links to the railway stations - that would create opportunities for visitors from further afield to visit these locations and perhaps stay longer in the area and thus contribute to the local economy - through tourism.

I am hoping that you will get responses from these visitor sites - putting forward their arguments for access to a flexible mini-bus service - that they can obviously promote when it became available.

I am very aware that such opportunities also exist across the whole of Cambridgeshire - thus the importance of incorporating them into an East Cambs Pilot - that might be rolled out across the county.

You may also be aware that Suffolk now has an extensive network of flexible mini-bus services across the county under the "Suffolk Links" brand. This originally started because there was a need to increase access to the Suffolk coast for visitors without cars.

Cambridgeshire has a great opportunity to take advantage of the millions of visitors to the City of Cambridge each year and encourage them to stay longer and visit places beyond the city - but many don't have a car or don't like to drive on the "left-hand side" of the road. Reliable and easy to use "public transport" - becomes increasingly important - if the rural areas are going to reap the economic benefits of this opportunity.

The recently formed "Visit Cambridge and Beyond" destination management organisation (DMO) is keen to promote that visitors "stay longer and explore further" - but this needs the supporting integrated public transport infrastructure to make it easily for visitors.

Visit England has just launched a Discover England Fund (£40 million Fund) - that is seeking ideas to develop new tourism products and services. One thing they might consider funding is for:-

*Integrated transport solutions/options e.g. regional gateway development, work with transport operators, digital travel planning, through-ticketing and local solutions e.g. cycle routes and buses to link up product*

There has been a lot of effort in Cambridgeshire to develop cycle networks - which is excellent - but now is the time to use some creative and innovative thinking to develop viable "public" transport solutions that open up access to more remote rural areas to enable ALL in the local community and visitors from further afield - realise the health, social, heritage and cultural benefits of such access. There is also the spin-off of the economy benefits to the local community that accounts for about 17% of local employment.

I trust you will seriously consider these opportunities."

#### (4) Prickwillow Engine Museum

“We believe that the provision of a flexible minibus service will provide opportunities to access local services and amenities for ALL members of the community.

As a local tourist attraction the Prickwillow Engine Museum - in the village of Prickwillow - has no public bus service available for potential visitors or volunteers. There is one bus service weekly for residents on a Thursday - focused on taking people from the local area to Ely on market day. Therefore, we endorse this proposal to increase access to rural areas like Prickwillow by this new means of "public" transport.

Opportunities raised:-

1. This will increase the potential for volunteers without a car - who might want to gain work experience on their CV - before moving into full-time employment - or retired people who wish to offer their services and gain the added benefit of friendship and a sense of belonging to an organisation. Lack of access to public transport reduces our "volunteer pool" - particularly for young people - who can carry on the future heritage of the museum.
2. Although, we are currently a relatively small visitor attraction in the area - with some 3000 visitors (2015) per year plus another 3000 on the special event weekend known as the Prickwillow Ploughing Festival - the museum is considered to be an important attraction outside the City of Ely - reflecting the heritage of the Fens. Better access by "public" transport can only increase its importance as a tourist attraction and increase the potential for visitors to stay longer in the area, as well as opening up new opportunities for day visitors using the train to Ely and then being able to inter-connect by a reliable "public" transport service to the museum.

It is noted that a new destination management organisation has recently been created - to encourage the 2 million visitors to Cambridge per year to stay longer in the area and visit attractions beyond the City of Cambridge. It is important for the region to have an integrated public transportation plan, if it wants to promote itself.

In addition, actively attracting ALL members of the public - including visitors to use such a flexible on-demand minibus service - could also increase revenue for the service - particularly as visitor usage could utilise off-peak demand. There are also opportunities for the on-demand service - to be utilised at our special events held at least 6 times a year, usually on a Sunday, and the Prickwillow Ploughing Festival two day event held at least biennially.

Therefore, the Prickwillow Engine Museum would strongly encourage that such a service proposed would take on-board the wider opportunities that encourage access to the countryside and local heritage sites for ALL including disabled people and create new economic opportunities for tourism in the area as well as create a better "public" transport infrastructure for local people without cars.”

#### (5) Wicken Fen Nature Reserve

“Wicken Fen (National Trust) comprises a National Nature Reserve and a Vision Project of 53 square kilometres. It is a visitor attraction, loved by the local community but also attracting visitors from further afield due to its iconic international reputation. The reserve has 56,000 visitors (2015 figure, increasing year on year) to the NNR

alone – many more visit the wider reserve. Wicken Fen is additionally a local employer and currently attracts more than 100 volunteers.

The NT fully endorses the proposal to increase access to Wicken Fen by provision of a flexible minibus service. We believe that this will provide opportunities for all members of the local community to access the countryside, green space and the visitor amenities at the Fen.

Currently, Wicken Fen, located near the village of Wicken, has virtually no public bus service except for a once a week service focused on taking people from the local area to the Ely market day on a Thursday only. This raises the following issues:

1. Employment opportunities Wicken Fen are limited to those that have a car or can cycle/walk to the reserve. This restricts people who rely on public transport.
2. This also applies to potential volunteers at Wicken Fen who might want to gain work experience before moving into full-time employment, or retired people who wish to offer their services. Lack of access to public transport reduces our volunteer pool.
- 3 The NT encourages car free travel. The National Cycle Network has been particularly successful at Wicken Fen, where one of the National Routes passes through the reserve. This has increased travel to the reserve and through the Vision area by cycle - but other car-free means need to be developed. This would have the benefit of reducing vehicular traffic through the village of Wicken. A flexible mini bus proposed by the Total Transport Survey is a positive way forward.
4. Wicken Fen only attracts a small proportion of the 2 million visitors that come to Cambridge each year as those who don't bring their cars and have to rely on public transport are unable to get here. A flexible on-demand minibus service will create new opportunities for visitors travelling by train to Ely to be able to venture further afield. This encourages visitors to stay longer in the area, contributing more to the local economy.

It is noted that a new destination management organisation has recently been created to encourage visitors to stay longer in the area and visit attractions beyond the City of Cambridge. It is important for the region to have an integrated public transportation plan.”

#### (6) Haddenham Parish Council

“The Parish Council has considered the questions in the Total Transport Survey and apart from questions 2 & 5 they would agree with the statements made.

It was difficult to comment on Question 2 as it was being answered by the Council as a whole but the feeling was that the limited availability would not cause any particular problems.

They are not familiar with the routes mentioned in Question 5 and therefore did not feel able to answer this one.

They are very pleased to note that the Ely Zipper service will continue to operate with possible improvements in the future.”

## **Carers' Group Meeting**

*The following note was made by the Total Transport Project Officer, following a discussion with a group of carers at Ely Community Centre.*

The group seemed very resistant to changing travel times, saying that this would have a negative impact on: personal care; routine; centre activities; and centre staff. The group suggested that there would be a negative impact on family members who need to get to work and additional care costs if transport changes.

Service users are sensitive to and would be upset by any change to their routine. One parent explained that her son going to Larkfield is "like his job" and that he would be "devastated" by any change.

It was thought that later arrival times would reduce the time available for activities in the morning, especially for service users whose routine is defined by medical treatment. The view of the group appeared to be that not only would service users lose out on morning activities, but that this represents a threat to the continued viability of the centre. The argument being that if activities are reduced, users will stop attending; the centre would close; staff would lose their jobs; and, there would be an increase in care costs because the centre wasn't there.

There was a strong sense that the group think that adult social care is a "Cinderella" service, that's always under threat and is first in line for cuts or changes. One question asked was why schools can't change their times? There were several suggestions that we could look at earlier travel times, or having some of the flexible minibuses based at Ely Community Centre.

There was some recognition of positive aspects of the flexible minibus service; if tighter scheduling meant shorter journey times this would be a good thing (but also some scepticism about whether there could be any improvement). It was suggested by others in the group that one lady could use the flexible minibus to see her daughter, who is in residential care, more frequently – although her preference is to visit at weekends.

Members of the group also expressed a desire to attend / be represented at GPC when Members discuss proposals so that Members are left in no doubt about the strength of feeling against possible change.

## APPENDIX 3 – IMPACT ON DIFFERENT GROUPS

The proposed Total Transport services are intended to deliver a more comprehensive service within the financial constraints facing the Council. They involve changes to existing services and to the way in which resources are used; there is no injection of new funding or capacity.

The following table therefore gives specific examples of how different service users and local residents might be affected, both positively and negatively.

<b>Secondary school pupil with free home to school bus pass from Pymoor to Ely College</b>	Journeys would be at a similar time to now; there would be the possibility of a joint service for primary and secondary school pupils in the afternoon, and in the longer term the service could operate as a local bus route, if there were local support. Those wishing to stay late at school would be able to book a flexible minibuss journey at a later time, subject to capacity and paying any required fare.
<b>Primary school pupil with free home to school bus pass from Wicken to St Andrew's</b>	Journeys would be at a similar time to now, but in the afternoon the bus would be shared with pupils from Soham Village College. A passenger assistant would be present to monitor behaviour, and options such as having separate primary and secondary areas on the vehicle would be considered.
<b>SEN pupil with place on taxi from Stretham to Highfield</b>	Journeys may be with a different operator (although once a new routine is established, this would be kept as consistent as possible). More pupils would travel on a slightly larger vehicle, as minibuses would be used rather than taxis wherever possible.
<b>Local resident in Prickwillow, using bus 129 to Ely each Thursday</b>	The current Thursday-only bus service would stop. Residents would also be able to use the flexible minibuss service, offering more choice of times and days, but requiring booking in advance.
<b>Adult with social care transport from Littleport to Bedford House (day centre)</b>	Journeys would be at similar times to now, but would be on the flexible minibuss service; this would potentially carry other residents, for example travelling to shops or healthcare.
<b>Resident of Coveney who uses community transport (dial-a-ride) to the shops</b>	The flexible minibuss service would offer a very similar way of travelling, but with greater choice of times (not just one journey per day).
<b>Resident of Haddenham who travels on Ely Zipper to town</b>	The Ely Zipper would continue largely unchanged, other than some small adjustments to the timetable (for example, to include a school journey). A user group would be set up to support the service actively in the local communities, to help it become more sustainable.
<b>Young adult from Isleham wanting to start part-time job locally</b>	The flexible minibuss service would be able to provide journeys to and from work, subject to capacity and payment of the appropriate fare (noting that no evening or weekend service is anticipated).