

13 April 2022

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[REDACTED]



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Email: [REDACTED]

Dear [REDACTED]

Re: Freedom of Information Act 2000 - request ref CA158

Thank you for your request for information received on 16 March 2022. The response to your request is given below:

Request

In accordance with the provisions of the Freedom of Information Act (FOIA) 2000, I would like to make a formal request to Cambridgeshire and Peterborough Combined Authority for information about the provision of Real Time Passenger Information (RTPI) at bus stops in your Local Transport Authority (LTA) area.

I understand from the Department for Transport (DfT) that you are the relevant LTA for Cambridgeshire and Peterborough, in relation to the responsibilities referenced in the National Bus Strategy for England. I also note that you published a Bus Service Improvement Plan (BSIP) last year setting out your intended priorities on this front.

Please provide the following information:

Question 1: The number of bus stops in your LTA area.

Response: *There are 5,028 bus stops in the CPCA area.*

Question 2: The number (and percentage) of buses operating in your LTA area which have automatic vehicle location (AVL) devices fitted.

Response: *This information is not held by the Cambridgeshire and Peterborough Combined Authority. It is the responsibility of the operators and therefore you would need to direct this question to them directly.*

Question 3: The number of the bus stops in your LTA area which currently have some form of RTPI physically available in that location (on a screen, electronic display board or similar).

Response: *At this moment there are 567 on street RTPI displays in the Cambridgeshire and Peterborough Combined Authority area.*

The Mayor's Office
72 Market Street
Ely
Cambs
CB7 4LS

Question 4: If you do have RTPI available at bus stops in your LTA area, which company / companies supplied the physical hardware?

Response: *All RTPI related displays and services are provided by VIX Technology.*

Question 5: Was the hardware purchased by the LTA / operators, or is it leased from a supplier? If it is leased, when is the lease due to expire?

Response: *Operator equipment is a commercial arrangement of their own. RTPI hardware at bus stops is part of the combined authority contract with VIX, recently renewed for a further three years.*

Question 6: Is this hardware subject to an ongoing maintenance contract with a supplier and, if so, when is this contract due to end?

Response: *Yes, it will expire on 1st March 2026.*

Question 7: Which IT system is used to feed the real-time data from AVL devices to these RTPI display boards at bus stops?

Response: *The software used is provided by VIX Technology and is called 'Horizon'*

Question 8: Does the LTA have plans to increase the availability of RTPI at bus stops, and if so:

Question 8a: Has it been decided whether this will be done with an existing contractor or subject to a new tender / contract?

Response: *The Combined Authority has renewed the contract with the existing contractor for a further 3 years.*

Question 8b: At how many bus stops does it plan to add RTPI in each of the next three years?

Response: *The addition of RTPI units will be undertaken annually according to need and budget.*

Question 8c: Is this dependent on the allocation of BSIP / Enhanced Partnerships funding and / or other future funding from the DfT, or will the LTA / bus operators be funding these out of resources which are already agreed as part of funding already secured and / or budget allocations agreed by the LTA / bus operators? Please advise of details, including any provisional allocations of financial resources for the provision of RPTI at bus stops over the next three years.

Response: *No RTPI is a contract independent of this funding source.*

I hope this information is helpful but if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review, you should write to us via our contact us email address: democratic.services@cambridgeshirepeterborough-ca.gov.uk or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, the Mayor's Office, 72 Market Street, Ely, Cambs CB7 4LS within 40 days of the date of this e-mail.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or via their website: <https://ico.org.uk/>

Generally, the ICO will not undertake a review or make a decision on a request until the internal review process has been completed.

Yours sincerely



Sue Hall
Governance Assistant

