

21 November 2023



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Dear [REDACTED]

Re: Freedom of Information request ref CA266

Thank you for your request for information received on 6 November. The response is given below:

Request

Please release the full "6-point action plan" that is referenced in the "Statement from Mayor, Dr Nik Johnson: Ongoing Bus Service Improvements with Whippet" at <https://cambridgeshirepeterborough-ca.gov.uk/news/statement-from-mayor-dr-nik-johnson-ongoing-bus-service-improvements-with-whippet/>

As this is a public service, with the quality of service directly impacting the public, it is in the public interest to have this information released so as the outcome of the action plan can be reviewed by the public, and to allow on-going feedback to further improve services across the region.

Response

The "6-point action plan" is given below:

1. Whippet have invested in their fleet, bringing the average age of their fleet down from 13 years to 8 years over the past three months. A newer fleet will result in less mechanical issues with the buses and therefore less, last minute, service cancellations for residents.
2. Two thirds of these buses now meet the strictest Euro VI emissions standard.
3. Launched a new website and mobile app which includes a live vehicle tracker, providing residents with up-to-date information, especially if there are delays to services.
4. Working with system provider of real time information in Cambridgeshire to improve quality of data from their ticket machines, for example reducing data blackspots.

2nd Floor
Pathfinder House
St Mary's Street
Huntingdon
Cambs
PE29 3TN

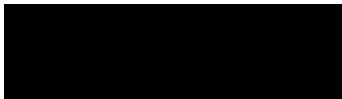
5. Refreshing all bus stop infrastructure (flags & information).
6. One of the key barriers Whippet are facing right now is a severe driver shortage. Without drivers to drive the buses, Whippet simply cannot run services. To tackle this shortage, Whippet have:
 - Awarded drivers a pay increase in Summer 2023, and are reviewing a further increase,
 - Implemented new staff incentives and a refer a friend scheme,
 - Continue to actively recruit new drivers,
 - Are assessing the potential use of agency drivers as short-term solution.

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, 2nd Floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs PE29 3TN 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
Data Protection Officer



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