

23 February 2024



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Dear [REDACTED]

Re: Freedom of Information request ref CA291

Thank you for your request for information received on 7 February 2024 ref CA291. The response is given below:

Question 1

Pursuant to your response ref SA251 to [REDACTED], please advise which department is overall responsible for providing the information shown on bus timetable electronic display boards and for ensuring its accuracy at any point in time.

Response

The Transport team at Cambridgeshire and Peterborough Combined Authority together with bus operators are responsible for Real Time Passenger Information (RTPI) in the area.

Question 2

The data source of the information displayed appears to vary between fixed (printed) timetable times and real-time information transmitted from buses according to their location at any point along their route.

What governs which source is used and when?

Response

The displays are installed on bus stops depending on available funding streams and contributions from stakeholders. The locations are mostly identified by a combination of new house developments, passenger feedback and strategic bus routes.

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

Question 3

Should a bus be taken out of service for any reason. i.e. accidents, breakdowns, shortage of drivers etc, how is this information quickly processed in order to modify the information provided on the electronic display boards.

Traffic congestion and other hold ups can result in a driver exceeding his hours and the bus being rerouted or taken out of service to avoid this.

How are waiting passengers affected by these changes informed that their bus will not be arriving.

Response

Should the bus be diverted, service cancelled or for any reason the bus is not able to continue on the journey, the operator is able to cancel it on the system and it will show a 'CANCELLED' message on the display next to the particular service. For any planned events, such as road closures due to roadworks, the bus operator plans diversions and informs our team to set a message on the system, which will overwrite real time (such as 'bus stops suspended').

Question 4

Can passengers be reimbursed for any costs involved in getting them to their destinations especially late at night when all regular timetable services are terminated.

Response

The Combined Authority has no mechanism to compel bus operators to refund fares when a bus has run late. Operators will sometimes reimburse reasonable costs as a gesture of goodwill.

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/>

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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



Susan Hall
Data Protection Officer



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