



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Cambridgeshire & Peterborough Combined Authority
Pathfinder House
St Marys Street, Huntingdon
PE29 3TN

20th September 2024

[REDACTED]

[REDACTED]

Dear [REDACTED]

Re: Freedom of Information request ref CA346

Thank you for your request for information received on 16th September 2024. The response is given below:

Request

1. Total Number of Bus Stops:
The total number of bus stops in your council area.

Response

2964 Bus Stops.

Request

2. Number of Bus Stops fitted with real time audio information systems.

Response

We have 19 displays that provide audio information. These are small displays mainly located at stops along the Busway.

Request

3. Number of Bus Stops with real time visual information:

Response

We have 454 visual displays at bus stops and bus stations in total in Cambridgeshire & Peterborough.

Request

4. Implementation Details:

- a. A brief description of the criteria or policy used to determine which bus stops are equipped with audio and/or visual announcements.

Response

We have allocated visual RTPI to the busiest centres – Cambridge, Peterborough, Huntingdon, Wisbech - and have then extended to the other main settlements to ensure all the main traffic flows are covered. Where a case can be made, we also install RTPI signs at prime rural locations such as outside the village shop. We take into consideration passenger feedback, discuss requirements with parish councils and developers. All installations are dependent on available budgets.

Request

- b. A brief description of the requirements of audio and/or visual announcements, as defined by the local transport authority:

Response

At present our bus service providers have 39 buses fitted with audio and visual stop announcements. We believe that audio delivery functionality on smartphones is changing the market appreciably, but we are continuing to welcome audio description fitted as standard on new buses as they join the bus fleet.

Request

5. Future Plans:

Any future plans or strategies for increasing the coverage of audio and/or visual announcements at bus stops.

Response

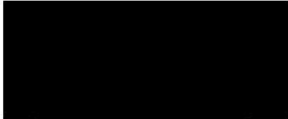
We see this technology moving to smartphone because the user can wear headphones/buds and be guided without drawing attention to themselves in the bus queue.

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



Sophie Purvis
Data Protection and Information Governance Assistant