

12<sup>th</sup> March 2025

[REDACTED]

[REDACTED]

Dear [REDACTED]

**Re: Freedom of Information request ref CA389**

Thank you for your request for information which was received on 17<sup>th</sup> February 2025.

**Request**

- Is the subsidy dependent on a level of performance?

Every 4 weeks the contractor shall report in writing to the Combined Authority indicating what journeys did not operate in accordance with the contract in the previous 4 weeks and the reasons for such failure. The Combined Authority reserves the right to make deductions to the daily contract cost.

- Is real-time bus tracking a requirement of the contract?

Ticket machines used on the contract should have the ability to provide a real time GPS feed to the Vix RTPi system or other appropriate location systems. The contractor makes their own arrangements to ensure that the requirements of The Bus Open Data Service are met and are expected to meet any fees charged by a company or organisation for their services or software.

- How do you track the performance of the service? (Do you rely on Whippet's own reporting?)

The CPCA actively monitors passenger feedback and complaints that come in and acts upon these with the operator. The operator should also submit lost mileage reports every 4 weeks.

- Where can I see the historical performance?

Whippet Coaches submit a lost mileage report each 4-weekly period and record the number of journeys not operated. The document supplied shows the percentage for the financial year 2024/25 so far.

- As, unlike Stagecoach, the 'real time running' information is often missing or inaccurate on Whippet's website and they don't publish cancellations on Twitter –

how do you audit the truthfulness of their reports to you? For example – do you do any independent audits or mystery travellers? If so, please publish their reports

Clearly it would be in the democratic interest to also know –

The Combined Authority currently has around 91 contracts in place. The Authority is currently working through improving the level of resourcing for the increase in contracts and associated monitoring and evaluation.

- How much has Whippet been sanctioned for breaking minimum standards?

Whippet Coaches submit a lost mileage report each 4-weekly period and make deductions for journeys not operated. The information below shows the amount for the financial year 2024/25 so far.

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](mailto:democratic.services@cambridgeshirepeterborough-ca.gov.uk) or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2<sup>nd</sup> Floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs PE29 3TN within 40 days of the date of this letter.

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 via their complaints portal [FOI and EIR complaints | ICO](#) or writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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**