

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

9<sup>th</sup> April 2025

[REDACTED]

[REDACTED]

Dear [REDACTED]

**Re: Freedom of Information request ref CA404**

Thank you for your request for information which was received on 21<sup>st</sup> March 2025.

**Request**

Please could you provide the latest analysis of the performance of your Demand Responsive Transport services including information such as average cost per journey and average occupancy (including empty journeys)

**Response**

**Ridership KPI 30-11-2024 – 28-02-2025**

Total Requested Boardings	Completed Boardings	Avg. Boardings Per Service Hr.	Completed Requests	Avg. # of Requests per Rider
7351	4930	1.24	3968	9.13
Avg. Travel Duration (min)	Avg. Travel Distance (mi)	Mean Wait Time (min)	Median Wait Time (min)	Bookings from Admin Panel (%)
17.19	7.15	26.86	16.9	12.64
Bookings from Rider Mobile App (%)	Bookings from Rider Web (%)	Avg. # Riders per Request		
85.11	2.25	1.24		

**Riders KPI 30-11-2024 – 28-02-2025**

Riders Created	Riders with 1st Trip	Active Riders	Recurring Riders (All Time)
2556	539	539	395

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

A black rectangular box used to redact the signature of Sophie Purvis.

Sophie Purvis  
**Data Protection and Information Governance Assistant**