



BUS FRANCHISING CONSULTATION

LONG QUESTIONNAIRE

[#ROADTOBETTERBUSES](#)



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

If you would like to read the privacy notice for this consultation before completing it, you can find this at the end of the questionnaire.

**A1. How are you responding to this survey as a member of the public or as an organisation?
(PLEASE TICK ONE BOX ONLY)**

I am a member of the public, giving my views as an individual

I am responding on behalf of, or as a representative of, a business or organisation

While responses from individual members of the public will be treated confidentially, CPCA does intend to publish the responses from organisations, businesses and elected representatives.

Individuals skip forward to 'Questionnaire Summary'. Organisations please continue.

A2. What is the name of your business or organisation? (PLEASE WRITE IN)

A3. What is your position/title? (PLEASE WRITE IN)

QUESTIONNAIRE SUMMARY

There are two versions of the consultation questionnaire: a short version and a long version. You are welcome to fill out whichever you wish, and you don't have to answer all the questions.

The accompanying Consultation Document summarises the Assessment of the proposed Franchising Scheme, with sections 1 to 5 of the Consultation Document useful to everyone wanting to contribute to the consultation.

The short version of the questionnaire contains ten questions that are set out in section 6 of the Consultation Document, alongside a description of the key points from the Assessment.

The long version of the questionnaire contains thirty-one questions that are set out in section 7 of the Consultation Document, alongside a fuller summary of the Assessment. Those completing the long version of the questionnaire may also wish to read the full Assessment.

The consultation questionnaires also reference the relevant sections of the Consultation Document.

The long version may be more appropriate for respondents who have a good level of knowledge and interest in the bus market as it contains more questions, some of which are more complex.

This is the Long Questionnaire

You may include additional papers should the space not be sufficient for your answers.

L1. Do you have any comments generally on how well bus services are currently performing in Cambridgeshire and Peterborough?

L2. The Strategic Case says that reforming the bus market is the right thing to do to address the challenges facing the local bus market. Do you have any comments on this?

See Section 7 (paragraphs 7.58 – 7.72) of the Consultation Document for information to support answering this question.

L3. The Strategic Case has identified two options under which buses might run – an Enhanced Partnership or Franchising. Are there other options you would have liked to have seen considered?

See Section 7 (paragraphs 7.76 – 7.84 and accompanying Tables) of the Consultation Document for information to support answering this question.

L4. Do you have any comments on the Combined Authority's overall objectives, as set out in the Strategic Case?

See Section 7 (paragraphs 7.85 – 7.86 and Figure 7-4) of the Consultation Document for information to support answering this question.

L5. Have you any comments on the potential impacts of either Franchising or an Enhanced Partnership on the achievement of the objectives of neighbouring authorities?

See Section 7 (paragraph 7.107 and Table 7-8) of the Consultation Document for information to support answering this question.

L6. Do you have any comments on the impacts of introducing the proposed Franchising Scheme or the alternative of an Enhanced Partnership?

See Section 7 (paragraphs 7.138 – 7.140 and Table 7-10) of the Consultation Document for information to support answering this question.

L7. The Economic Case says that Franchising offers better value for money to the Combined Authority than an Enhanced Partnership. Do you have any comments on this?

See Section 7 (paragraphs 7.139 – 7.143 and Tables 7-10 and 7-11) of the Consultation Document for information to support answering this question.

L8. The six commercial objectives set out above have been used to compare the performance of Franchising and an Enhanced Partnership. Do you have any comments on these objectives?

See Section 7 (paragraph 7.146) of the Consultation Document for information to support answering this question.

L9. Do you have any comments on the draft Franchising Scheme covering the entire Cambridgeshire and Peterborough Combined Authority area and including all bus services, apart from those excepted?

See Section 7 (paragraphs 7.155 – 7.160) and Appendix 5 of the Consultation Document for information to support answering this question.

L10. Do you have any comments on the proposed timescale for introducing franchised bus services?

See Section 7 (paragraph 7.168) and Appendix 5 of the Consultation Document for information to support answering this question.

L11. Do you have any comments on the proposed duration of franchise contracts being for 7 or 8 years?

See Section 7 (paragraph 7.169) of the Consultation Document for information to support answering this question.

L12. Do you have any comments on the way the Combined Authority would approach procuring contracts, including the packaging of services into contract lots, under the proposed Franchising Scheme?

See Section 7 (paragraphs 7.161 – 7.170) of the Consultation Document for information to support answering this question.

L13. Do you consider that the proposed way of introducing Franchising takes account of the needs of small and medium sized bus operators, such as in providing suitable contract opportunities?

See Section 7 (paragraphs 7.161 – 7.170) of the Consultation Document for information to support answering this question.

L14. Do you have any comments on the approach to bus depots under Franchising?

See Section 7 (paragraphs 7.174 – 7.175) of the Consultation Document for information to support answering this question.

L15. Do you have any comments about operators remaining responsible for buses and on-bus equipment under Franchising and future procurement?

See Section 7 (paragraphs 7.176 – 7.185) of the Consultation Document for information to support answering this question.

L16. If the proposed Franchising Scheme were implemented, it is possible that some operator employees may be transferred to another operator or potentially to the Combined Authority. Do you have any comments on this?

See Section 7 (paragraph 7.192) of the Consultation Document for information to support answering this question.

L17. Do you have any comments on the proposed approach to consulting on how well Franchising is operating?

See Section 7 (paragraph 7.193) of the Consultation Document for information to support answering this question.

L18. Do you have any comments on the sharing of risk and responsibilities between the Combined Authority and bus operators?

See Section 7 (paragraph 7.194 and Table 7-15) of the Consultation Document for information to support answering this question.

L19. Do you have any comments on the above assessment regarding how Franchising would enable the Combined Authority to manage the bus network and achieve its commercial objectives?

See Section 7 (paragraphs 7.196 – 7.198 and Table 7-17) of the Consultation Document for information to support answering this question.

L20. Do you have any comments on the above assessment regarding how an EP would enable the Combined Authority to manage the bus network and achieve its commercial objectives?

See Section 7 (paragraphs 7.199 – 7.225 and accompanying Tables) of the Consultation Document for information to support answering this question.

L21. The Commercial Case shows how both Franchising and Enhanced Partnership could deliver change and improvement. Under Franchising, the Combined Authority would have more control over the entire bus network. Under an Enhanced Partnership, the Combined Authority would not control the whole network and there would be more reliance on negotiation with bus operators. Do you have any comments on this?

See Section 7 (paragraphs 7.226 – 7.232) of the Consultation Document for information to support answering this question.

L22. The Commercial Case says that the Combined Authority would be better able to meet its commercial objectives (success factors) through Franchising compared to an Enhanced Partnership? Do you have any comments on this?

See Section 7 (paragraphs 7.226 – 7.232) of the Consultation Document for information to support answering this question.

L23. Investment costs anticipated by the Combined Authority in moving to Franchising or an Enhanced Partnership are set out in the Financial Case. Do you have any comments on these costs?

See Section 7 (paragraphs 7.238 and 7.239) of the Consultation Document for information to support answering this question.

L24. Potential sources of funding for bus service improvements under Franchising or an EP are set out in the Financial Case. Do you have any comments on these?

See Section 7 (paragraphs 7.241 – 7.246 and accompanying Figures and Tables) of the Consultation Document for information to support answering this question.

L25. The Financial Case says that Franchising carries more financial risk for the Combined Authority than an Enhanced Partnership, but offers greater control, resulting in greater benefits. Do you have any comments on the Combined Authority taking on this risk?

See Section 7 (paragraphs 7.245 – 7.246) of the Consultation Document for information to support answering this question.

L26. The Combined Authority will need to increase its capacity and capability to manage bus service improvements, both in the case of Franchising or Enhanced Partnership. Have you got any comments on these plans?

See Section 7 (paragraphs 7.249 – 7.257 and accompanying Tables) of the Consultation Document for information to support answering this question.

L27. The Management Case sets out how the Combined Authority would manage the bus network under Franchising or an Enhanced Partnership. Do you have any comments on these plans?

See Section 7 (paragraphs 7.265 – 7.297 and accompanying Figures and Tables) of the Consultation Document for information to support answering this question.

L28. The Combined Authority's draft Equality Impact Assessment (EqIA) identifies the potential impacts of the proposed Franchising Scheme or Enhanced Partnership on people with protected characteristics. Do you have any comments on it?

See Section 7 (paragraph 7.321 and Table 7-34) and Appendix 6 of the Consultation Document for information to support answering this question.

L29. To what extent do you support or oppose the introduction of the proposed Franchising Scheme? Why do you think this? (PLEASE TICK ONE BOX ONLY AND WRITE IN)

See Section 7 (paragraphs 7.322 – 7.330 and accompanying Tables) of the Consultation Document for information to support answering this question.

- Strongly support
- Tend to support
- Neither support nor oppose
- Tend to oppose
- Strongly oppose
- Don't know

Why do you think this?

L30. Are there any changes that you think would improve the proposed Franchising Scheme?

See whole of Section 7 and Appendix 5 of the Consultation Document for information to support answering this question.

L31. Do you have any further comments?

IF YOU ARE RESPONDING FROM AN ORGANISATION SKIP B1 AND B2 AND DEMOGRAPHIC QUESTIONS AND GO TO T1 ON PAGE 11. ALL INDIVIDUAL RESPONDENTS, PLEASE CONTINUE BY ANSWERING B1 AND THE REST OF THE SURVEY.

B1. How frequently do you use local buses? (PLEASE TICK ONE BOX ONLY)

- | | | |
|---|--|---|
| <input type="radio"/> At least once a day | <input type="radio"/> Less than that but more than twice a month | <input type="radio"/> Once or twice a year |
| <input type="radio"/> 5 or more times a week, but not every day | <input type="radio"/> Once or twice a month | <input type="radio"/> Less than once a year |
| <input type="radio"/> 3 or 4 times a week | <input type="radio"/> Less than that but more than twice a year | <input type="radio"/> Never (SKIP B2 AND GO TO 'ABOUT YOU') |
| <input type="radio"/> Once or twice a week | | |

B2. Thinking about your last bus journey in the CPCA area, was the main purpose for...? (PLEASE TICK ONE BOX ONLY)

- | | | |
|---|--|---------------------------------------|
| <input type="radio"/> Leisure/eating out/
non-essential shopping | <input type="radio"/> Commuting | <input type="radio"/> Personal matter |
| <input type="radio"/> Essential shopping | <input type="radio"/> Seeing friends or family | <input type="radio"/> Work travel |

ONLY INDIVIDUAL RESPONDENTS ANSWER THESE QUESTIONS. ORGANISATIONS SKIP TO T1.

About you

Thank you for taking the time to provide your feedback. This is a survey. The following questions are optional and if you choose to answer these questions you will not be identified by the information provided. All information will be handled and dealt with in line with the Data Protection Act 2018, as detailed in our privacy notice. We want to better understand who we are engaging with and hearing from people across the whole region. We are required to act in line with the Equality Act 2010. By asking the following questions we can make sure our work reflects the diverse communities we serve in Cambridgeshire & Peterborough.

C1. What is your postcode? (PLEASE WRITE IN)

Prefer not to say

C2. What is your gender? (PLEASE TICK ONE BOX ONLY)

- | | |
|------------------------------|--|
| <input type="radio"/> Female | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Male | <input type="radio"/> I identify my gender in another way (please write in) <input type="text"/> |

C3. Which age category do you belong to? (PLEASE TICK ONE BOX ONLY)

- | | | |
|--------------------------------|--------------------------------|---|
| <input type="radio"/> 16 to 17 | <input type="radio"/> 45 to 54 | <input type="radio"/> 85 plus |
| <input type="radio"/> 18 to 24 | <input type="radio"/> 55 to 64 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 25 to 34 | <input type="radio"/> 65 to 74 | |
| <input type="radio"/> 35 to 44 | <input type="radio"/> 75 to 84 | |

C4. What is your ethnic group?

(CHOOSE THE OPTION THAT BEST DESCRIBES YOUR ETHNIC GROUP OR BACKGROUND)

White

English / Welsh / Scottish / Northern Irish / British

Irish

Gypsy or Irish Traveller

Another White background, please describe.

Mixed / Multiple ethnic groups

White and Black Caribbean

White and Black African

Another Mixed / Multiple ethnic background, please describe.

Asian / Asian British

Indian

Pakistani

Bangladeshi

Chinese

Another Asian background, please describe.

Black / African / Caribbean / Black British

African

Caribbean

Another Black / African / Caribbean background, please describe.

Other ethnic group

Arab

Don't know

Another ethnic group, please describe.

Prefer not to say

C5. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? By "physical and mental health conditions or illnesses" we mean illnesses or impairments you may have. Consider conditions that always affect you and those that flare up from time to time. These may include, for example, sensory conditions, developmental conditions or learning impairments. (PLEASE TICK ONE BOX ONLY)

Yes

No

Don't know

Prefer not to say

C6. Do you have any children ages 18 or under? If so, how old are they?

(PLEASE TICK ALL THAT APPLY)

No children aged 18 or under

Yes – children aged under 5 years old

Yes – children aged 5 to 10 years old

Yes – children aged 11 to 15 years old

Yes – children aged 16 to 18 years old

Prefer not to say

C7. Which of the following applies to you ...? (PLEASE TICK ALL THAT APPLY)

I am employed by a bus operator in CPCA area

I am employed by a bus operator outside the CPCA area

A member of my family works for a bus operator

None of these

Don't know

T1. Thank you for completing this questionnaire

If you are interested in receiving more information from us in the future regarding bus reform or other consultations, please add your details below, read the Privacy Notice and complete P1 and P2 on the final page.

If you are not interested in receiving more information from us, please read the Privacy Notice and complete P1 on the final page. **Only questionnaires where P1 has been ticked will be included in the consultation.**

Email

Name

Address line 1

Address line 2

Town/City

Postcode

Privacy Notice

For the purposes of the Data Protection Act (2018) and the General Data Protection Regulations (GDPR), the 'controller' of the personal data which you provide in the attached form is the Cambridgeshire & Peterborough Combined Authority ("the Combined Authority", "we", "us") of 2nd floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs, PE29 3TN (Tel: 01480 277180).

The Combined Authority is registered with the Information Commissioner's Office with registration number ZA277619. The Combined Authority is collecting this data and will process it for the purpose of understanding and identifying information surrounding the future of Bus travel and Bus Franchising. The purpose of this engagement exercise is to meet, and exceed, the Statutory requirements of making a franchising scheme as set out in The Bus Services Act 2017. Questions regarding some of your personal data and some special category data are asked as we recognise that the needs of different customer groups can vary and we are

committed to improving transport services for all customers within the region. In addition, the online survey will capture your IP address when you complete an online survey, however we will not process this data further. We will publish comments/feedback you provide in the consultation's outcome reports available on 22nd January 2025 to demonstrate the feedback we have taken into account. This does not contain any of your identifiable information.

The Combined Authority will share the data, comments, feedback and/or opinions obtained during the consultation with Walnut Unlimited and Westco Communications who will provide analysis of the data for the Combined Authority Data for the purpose stated above. If respondents have provided their contact details, we may retain their personal data to re-contact them beyond the bus consultation. Where you request a response to a question from the project team, we will share your name and contact information with the project team at the Combined Authority. We will not share

your information with any other organisation or third party other than those named above. However, there may be other circumstances in which we may share or use certain information about you, which are:

- if we have a legal obligation to do so or if we are required or requested to do so by a competent authority such as the police or a court;
- if we need to use or disclose your information to obtain legal advice or in connection with legal proceedings;
- if we need to share your information to protect your vital interests if you are unable to give us consent or it is unreasonable for us to ask for your consent in the circumstances (e.g. if you are injured). We will retain your information for the duration of the project in accordance with our information retention policy and on the expiration of such period we will safely delete it.

Information provided to the Combined Authority will be processed on the basis of Article 6(1)(e) of the UK GDPR which states that processing is necessary for the purposes of a task carried out in the public interest.

As a data subject you have a number of rights under the DPA. These include the right to access the information which we hold about you. In some cases, you may have a right to have your personal data rectified, erased or restricted, and to object to certain use of your data. This would not affect the legality of what we do with your personal data before you make such a request and would not stop us from continuing to use your data to the extent that we do not require your consent. It would stop us from further using data for purposes which require your consent (e.g. marketing). Walnut Unlimited and Westco Communications will support us with data processing.

newvista (owned by Walnut Unlimited Limited) complies with all applicable data protection legislation and follows the Market Research Society's code of conduct. All data is treated as private and confidential. You may withdraw your participation at any time.

Any personal data you provide as part of this survey response is governed by the privacy policy of Walnut Unlimited as they are the controller of that data. Please visit www.newvistalive.com/privacy-cookie-policy to review the Walnut Unlimited privacy policy before proceeding. Westco Communications complies with all applicable data protection legislation. All data is treated as private and confidential. You may withdraw your participation at any time. Any personal data you provide as part of this survey response is governed by the privacy policy of Westco Communications as they are the controller of that data.

Please visit www.westcocommunications.com/privacy-policy to review the Westco privacy policy before proceeding.

If you are unsatisfied with the way we collect or handle your personal data you have a right to make a complaint to the Information Commissioner's Office. Information about how to make complaints can be found on the ICO's website at www.ico.org.uk

We act in accordance with our corporate privacy notice, which provides further information on personal data processing and how to contact us to make a request: www.cambridgeshirepeterborough-ca.gov.uk/wp-content/uploads/documents/governance/transparency/codes-of-conduct-and-policies/Privacy-Policy-2023_07_18.pdf

The Combined Authority's Data Protection Officer can be contacted at dpo@cambridgeshirepeterborough-ca.gov.uk

P1. Please tick to confirm that you have read and understood our privacy notice. (PLEASE TICK BOX)

Yes, I have read and understood the privacy notice

P2. Please tick to indicate your consent to be recontacted by the Cambridgeshire & Peterborough Combined Authority (CPCA) for matters related to this consultation and future research and consultation. This will involve the CPCA holding your personal data for this purpose. (PLEASE TICK BOX)

Yes, I consent to be recontacted and for CPCA to hold my personal data for this purpose.

If you would like to print out the questionnaire and post your response to us, please call 01480 277180 and we will arrange to send you a FREEPOST envelope. All questionnaire returns to the following address:

**Cambridgeshire & Peterborough Combined Authority
Bus Franchising Consultation
2nd Floor,
Pathfinder House,
St Mary's Street,
Huntingdon, Cambs, PE29 3TN**