

### Customer Impact Review

#### **Name and brief description of policy being analysed**

*Briefly summarise the policy including any key information such as aims, context etc; note timescales and milestones for new policies; use plain language – NO JARGON; refer to other documents if required*

The policy being analysed - Fenland Strategic Partnership – Bus Stop Infrastructure, Services & Interchange

The policy includes:

- recording and mapping all bus stop infrastructure in Fenland and placing additional infrastructure where it is needed
- working with passenger transport providers to make improvements to services or to try and address access issues raised by local residents
- assessing ideas and locations for new infrastructures that will make it easier for bus users to reach their destination

#### **Information used for customer analysis**

*Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible*

##### The Main Stakeholders

Fenland District Council  
Cambridgeshire County Council  
Town and Parish Councils  
Norfolk Green  
Stagecoach  
FACT  
Community car schemes

##### Bus Stop Infrastructure

In 2010, FDC designed a questionnaire which was sent to households located in an area north of March. This questionnaire was to find out if residents knew about what public transport was available and if they were having any difficulties getting to services such as GPs, shops and leisure facilities.

Following on from the questionnaire, FSP Transport & Access Group agreed to pilot a scheme that would record and monitor all bus stop infrastructures in two villages in Fenland. The project would map all bus stops including infrastructure i.e. shelters, flags and record them on a GIS map. It became clear that there were quite a few bus stops which did not have any infrastructure. Discussions with Cambs CC revealed that there were around one third of bus stops which did not have any infrastructure. Once the audit was complete and all the bus stops were mapped on GIS we were able to put another two map layers on top, one which showed bus services and one for concessionary bus pass holders. From this we are able to promote bus stops which were already there and also discuss with the bus operator to place infrastructure where it was best located so that all bus stops would be within 400m of

a person home.

Guidelines set out by Government state that bus stops should be within 400m walking distance from a person home/destination. With this in mind we were also able to promote DAR to anyone who was outside this zone. The results from this mapping have increased the number of people registered with FACT.

With this information available we were able to target promotion of the Dial A Ride service to areas located outside the 400m guideline which had been set by the Government. The DAR patronage has increased significantly.

#### Fenland Transport & Access Group (TAG)

This group monitors changes in bus and community transport services. It also considers accessibility issues that are raised by local residents. Members of the group work with transport providers to try and improve access to essential services and facilities. This is an ongoing part of the group work programme.

#### Interchanges

During 2005 an accessibility action plan for Parson Drove, Wisbech St Mary and Manea was drawn up listing projects to be taken forward. Part of the work looked at trying to put something in place to overcome the transport problems that people were experiencing. These places were chosen because they were considered the least accessible in Fenland. The Accessibility Action Plan included researching and interviewing people in Murrow and Manea about transport and access issues. Accessibility problems arise time and time again from local residents and from this research we are able to look into the best ways that transport interchanges can be taken forward. Places such as Guyhirn are ideal for an interchange to be placed as it is on the A47 and has a regular bus service every day which links Peterborough, Wisbech, Kings Lynn, Norwich and Great Yarmouth.

#### Market Town Transport Strategies (MTTS)

Market Town Transport Strategies aim to provide a ten year programme of transport improvements for each market town in Cambridgeshire and its surrounding area. The improvements support the Local Transport Plan objectives and contribute towards the prosperity and well-being of each town. They are written in partnership with the county councils.

MTTS give local residents a voice so that they can raise concerns and comment on ways to improve their town

#### Cambridgeshire Future Transport Project

FDC and the Fenland TAG have been working with Cambridgeshire County Council to review the current subsidised bus services in Fenland. During autumn 2014 and winter 2015 a large scale public consultation was undertaken in the district about the current bus services. This was to understand how people were using the services, when they need to travel and whether there were difficulties making specific journeys. Work was undertaken with the Town and Parish Councils many of whom took copies of the questionnaires to distribute to their local residents. There were also drop in events in the towns and some villages.

#### Key Findings

- Lots of bus stops and infrastructure did not have the correct information
- No up to date bus stop infrastructure database available
- Lack of public knowledge around bus stops/times
- Local residents have concerns about access particularly for medical appointments. This is a problem across Fenland but especially for those people who live in the villages where services are not so regular

- There is strong use and support of community transport schemes including dial a ride and community car schemes
- Many of the subsidised bus services meet the needs of local people. They are a lifeline usually with no alternative transport in place. There are some opportunities particularly in the very rural areas of Fenland to look at different arrangements or different times. The best option for the other services is for them to remain as at present.

2017/2018 the Cambridgeshire and Peterborough Combined Authority (CPCA) became the new Passenger Transport Authority. Devolved responsibility has been given to Cambridgeshire County Council until March 2019. A review of bus services has been commissioned and will be completed in 2018 with outcomes and reviews being assessed by the CPCA Board in 2019. This will set the future direction of local bus services and therefore the bus infrastructure network. FDC and the Fenland Transport and Access Group continue to input into the review. The main points were are making as those set out in the key findings section of this CIA.

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible  Please note details of any actions to be placed in your Service Plan
Race	<input type="checkbox"/>	✓	<input type="checkbox"/>	Officers have considered all of the equality strands. This Customer Impact Assessment does not raise any negative equality issues. Officers have concluded that the FSP Audit of Bus Stop Infrastructure policy will have positive impacts and providing passenger transport improvements will assist people who do not have a car, especially the elderly and disabled. There is no evidence that the policy may result in adverse impacts on equality community relations.	N	
Sex	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Gender reassignment	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Disability	✓	<input type="checkbox"/>	<input type="checkbox"/>		N	
Age	✓	<input type="checkbox"/>	<input type="checkbox"/>		N	
Sexual orientation	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Religion or belief	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Pregnancy & maternity	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Marriage & civil partnership	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Human Rights	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	

<b>Socio Economic</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
<b>Multiple/ Cross Cutting</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
<b>Outcome(s) of customer analysis</b>						
<p>a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative <input type="checkbox"/> neutral <input type="checkbox"/> positive <input checked="" type="checkbox"/></p> <p>The outcome of this project is to have a bus stop with infrastructure within 400 metres of a person's home. This will increase bus usage as people will know where the bus stops are situated. At the moment only 1/3 of bus stops in Fenland have any infrastructure. New infrastructure will make it easier to change bus and public transport and bus stop infrastructure proposals will be included in adopted MTTs. Improvements to bus services or the introduction of community transport services will impact favorably on people who do not have a car and therefore find access more difficult.</p> <p>No major change needed <input checked="" type="checkbox"/> Adjust the policy <input type="checkbox"/> Adverse impact but continue <input type="checkbox"/></p> <p>Stop and remove / reconsider policy <input type="checkbox"/></p>						
<b>Arrangements for future monitoring:</b>						
<p>Note when analysis will be reviewed; include any equality indicators and performance against those indicators</p> <p>The Transport and Access Group meets quarterly to discuss the work programme and items that have been progressed since the last meeting. A monitoring update is also provided to each meeting. The Transport and Access Group will also take decisions to amend the policy as and when necessary to adapt to any wider changes. These will also be reported by the processes set out above. The policy will be monitored annually in line with reviews from the Fenland Strategic Partnership.</p> <p>October 2018 – the process above remains unchanged from recent years. This may need to be reviewed depending on the outcome of the CPCA bus service review and the decisions made by the CPCA Board in 2019.</p>						
<b>Details of any data/ Research used (both FDC &amp; Partners):</b>						
<p>CCC Cambridgeshire Bus Stop Spreadsheet  Bus Stop Audit Report 2010  Accessibility Action Plan work  Chatteris MTTs 2010  Whittlesey MTTs 2012  Wisbech MTTs 2003 and 2014  March MTTs 2002 and 2013  Bus stop audits for Chatteris were completed in November 2013  Cambridgeshire Future Transport Project 2014 and 2015</p>						

All of the above is part of the continuous monitoring and assessment process which the Transport and Access Group undertakes through its quarterly meetings.

**Completed by:**

**Name:** Wendy Otter

**Position:** Transport Development Manager

**Approved by** (manager signature):

**Date published:** This should be the date the analysis was published on the website

**Details of any Committee approved by** (if applicable):

**Date endorsed by Members** if applicable: