



Bus Network Engagement – Frequently Asked Questions (FAQs)

1. Why are you reviewing bus services?

We are reviewing local bus services across Cambridgeshire and Peterborough to help make the network more reliable, better connected, and better value for money.

The review focuses on services currently funded by the Combined Authority. It looks at how routes are performing, how many people use them, and whether they are meeting the needs of local communities.

We want to ensure public funding is being used in the most effective way to support residents and improve transport connections across the region.

2. Are bus services being cut?

No decisions have been made. We are consulting on a range of proposed changes, which may include changes to routes, timetables, or how some services operate. In some areas, services may be redesigned to improve reliability, simplify the network, or provide better connections.

Your feedback will help inform any future decisions.

3. Why are changes being proposed?

Travel patterns have changed over time, and some routes are used much more than others.

The current network includes services that overlap, have low passenger numbers, or no longer reflect how people travel today. We are reviewing services to make sure the network better connects people to key destinations such as:

- Town and city centres
- Schools and colleges
- Hospitals and healthcare services
- Workplaces
- Rail stations and Park & Ride sites

4. Which bus services are affected?

The engagement focuses on selected bus services currently supported by the Combined Authority. You can view the proposals for your area, including current and proposed route maps, on the engagement webpage.

5. Why can't services stay as they are?

Keeping services exactly as they are may not deliver the best outcomes for residents. Some routes perform well, while others carry very few passengers or duplicate nearby services. Reviewing the network helps us identify where changes could improve reliability, increase usage, and make better use of public funding.

Our aim is to create a stronger overall network that works better for more people.

6. How were these proposals developed?

The proposals are based on an independent review of the bus network using the Bus Services Review Framework approved in November 2025.

The review considered a range of factors, including:

- Passenger demand and usage data
- Journey patterns
- Reliability and punctuality
- Access to key destinations
- Value for money
- Feedback and local knowledge from operators and stakeholders

7. Have final decisions already been made?

No. This engagement is an opportunity for residents, businesses, community groups, and stakeholders to provide feedback before any final decisions are taken.

We genuinely want to understand how these proposals may affect you.

8. How can I share my feedback?

You can share your feedback by completing the online engagement survey.

You can also review route maps and proposal summaries before responding.

We encourage you to tell us:

- How you currently use bus services
- How the proposals would affect you
- Any concerns or suggestions you have
- Whether there are important journeys we should consider

9. How long is the engagement open for?

The engagement is open for six weeks.

It opens at **9:00am on 16th June 2026** and closes at **5:00pm on 28th July 2026**.

Feedback received after this time may not be included in the final analysis.

10. What happens after the engagement closes?

Once the engagement closes, all responses will be reviewed and analysed.

This feedback will help inform recommendations on whether changes should be made.

Any final decisions will be taken through the Combined Authority's formal decision-making process.

11. When would any changes happen?

No dates for service changes have been confirmed.

If changes are approved, we will communicate clearly with residents and provide advance notice before any changes take effect.

12. Will fares change?

This engagement focuses on service and route proposals rather than fare changes.

Any future fare changes would be communicated separately.

Existing schemes such as the Tiger Pass remain unchanged unless otherwise announced.

13. What about rural communities?

We recognise that buses are especially important in rural areas, where residents may have fewer travel options. A key aim of this review is to ensure communities remain connected to essential services, employment, education, and healthcare.

We particularly want to hear from rural residents about how these proposals could affect them.

14. I don't use buses now — can I still respond?

Yes. We want to hear from both current and potential future users.

Understanding why people do not currently use buses is just as valuable as hearing from regular passengers.

15. What if I need help accessing the information or completing the survey?

We want this engagement to be accessible to everyone.

If you need information in an alternative format or require support to take part, please contact the Combined Authority by email at consultations@cambridgeshirepeterborough-ca.gov.uk and we will do our best to help

