

Balsham Parish Council

Bus Reform Proposal

October 2020

1. Introduction

According to the 2011 Census, Balsham has a population of over 1,591. It has been identified as the least accessible ward in South Cambridge with a lack of public transport as well as the length of time it takes to access work, education, health, leisure and social activities.

Around 2012, Stagecoach cut the 16a service to one bus per day. After some discussions, the timetable was adjusted so the service was to run 15 minutes earlier ensuring commuters would arrive at work on time and 25 minutes later in the afternoon. This adjustment helped commuters in the morning but not coming back home in the evenings.

Just after 16a service was cut, the Big Green Bus shuttle service, the number 19, started running services during the day between Haverhill, Burrough Green, Balsham and Linton with the aim to provide transport links between towns and villages.

The Parish Council recognises Balsham and the surrounding villages have the poorest public transport links with current services not working for the majority of residents. As a consequence, a survey and petition was organised at the end of 2019 to obtain information to find out if residents use the current service, how it is used, what the issues are, would a regular, reliable service be beneficial and what type of service is needed.

2. Overview

Stagecoach 16a Service;

There is only one bus service through the village, Stagecoach's 16a service originating from Great Thurlow. The earliest it departs Balsham is 7.35am and leaves Cambridge at 4.40pm. This service includes 55 stops in total including stops in Fulbourn, Teversham and Cherry Hinton. The timetabled journey from Balsham should only be 46 minutes and 59 minutes from Cambridge. Layover time is around eight hours.

Issues with the 16a service currently are:

- Only one bus in and out of Balsham.
- The infrequent bus service does not accommodate young adults/students, full time and part time, shift or weekend workers going into Cambridge.
- Too many stops.
- Journey times can be long due to the route and traffic congestion.
- No access to local facilities in Linton such as dentist, opticians, library, The Co-Operative and other shops.
- The service does not liaise with Addenbrooke's appointments.
- Does not accommodate most of the residents' requirements with no access to services and facilities in Linton, Newmarket or Haverhill.
- Only one Saturday service and no services on Sundays so does not accommodate weekend workers.
- The layover time in Cambridge or Addenbrooke's is too long meaning lots of waiting around in possibly in unsafe, cold bus open bus stops.

Of those who returned the surveys, 27% currently use this service.

Stagecoach 13 Services;

This Haverhill-Linton-Cambridge service is used by some residents as this is more frequent and reliable. This means, residents will drive and park in Linton on the High Street or rely on the Big Green Bus Company 19 shuttle bus for connections between Balsham and Linton.

Issues:

- Balsham residents parking in Linton where parking along the High Street is an issue.
- The timetables of the 13 does not liaise with the shuttle service.

33% of those surveyed used this service.

The Big Green Bus 19 Shuttle Service;

This shuttle bus service helps to fulfil the gaps the reduced 16a service leaves. It has been beneficial to those who need access to the services and facilities in Linton and Haverhill. It is also used as a direct liaison for Stagecoach's 13 service.

Issues:

- Service needs to be more frequent; only five buses running anything between two and three hours per day.
- Last evening service departs Linton at 6.16pm and incorporates in The Camps before arriving in Balsham 42 minutes later.
- There needs to be greater co-ordination with the number 19 shuttle service with Stagecoach's 13 service. Layover times are too long. Residents have missed connections, therefore, having to wait long periods of time for the next connecting service. There have been instances where the number 19 shuttle bus does not wait to depart at the allotted timetabled time.
 - *Case:* One elderly resident who had been waiting for a shoulder operation for two years and is in constant pain, missed the shuttle bus connection from a 13 from Cambridge, had to catch the next 13 back into Cambridge which made it into Cambridge in time for this resident to catch the 16a departing Emmanuel Street 4.40pm as there was no other way to get back to Balsham. This is not acceptable.
- Residents have been known to walk back from Linton to Balsham which is highly unsafe due to the B1052 Balsham/Linton Road being a high-speed vehicular route with no footpath and no lighting, putting lives at risk.
- No direct liaison of services in Linton such as the dentist, opticians or the Granta Medical Practice who run a range of clinics at different times of the day.
- Parents may also drive students to Linton as the direct connections between the villages are insufficient.

3. Our Approach

There are two solutions Balsham Parish Council would like to put forward.

3.1 Stagecoach 16a

Increase this bus service to have it running twice in the morning and two in afternoon/evening, six days a week. This would allow passengers reasonable time at appointments and a modest layover time in the City Centre. Waiting times for return journeys are far too great, up to eight hours in some cases. This would

also allow commuters and young adults/students to have the flexibility to return home at a reasonable time, safely.

The current route needs to be shortened as it is currently too long. A more direct route is favourable: Balsham – Fulbourn via Dogget Lane – Queen Edith’s Way (Netherhall/Oakes), Addenbrooke’s – Long Road – Hills Road – Drummer Street, Cambridge. Remove the Fulbourn, Teversham and Cherry Hinton leg. This is well serviced by the Bus 1 service.

I have been unable to obtain the latest ridership data from Stagecoach.

Advantages for an improved, more frequent 16a service:

- Flexibility for travel times for Post 16 students/young adults, full and part time, unsociable hours workers, single parents, those with medical conditions and older residents.
- Easier access to social and leisure facilities in Cambridge.
- Quicker journey times if the route was shortened.
- Quicker and a wider choice to access appointments at Addenbrooke’s.
- Quicker means of returning home from college, employment, leisure/social activities and hospital appointments.
- Prevent any inequality, isolation and loneliness.

Disadvantages:

- No access to services and facilities in Linton or Haverhill.

3.2 Stagecoach 13:

A second option is to reroute one of the many Stagecoach 13 buses to service Horseheath, Streetly End, West Wickham, Balsham, Linton and then on to Cambridge every, one to two hours. This solution is more favourable than running extra 16a services as the 13 service is already running regular half hourly services between Haverhill and Cambridge. Due to limited financial resources following the Coronavirus pandemic, this would seem like the best solution as the 13 service already has regular services with extra services every ten minutes resulting from social distancing.

Advantages for re-routing a 13 service through Balsham:

- Quicker journeys to and from Cambridge for post 16 students/young adults, workers and those residents who need to be at a specific place and time.
- Allow access to all services and facilities in Linton, Haverhill as well as Cambridge.
- Allow more flexibility for choosing from a wider range of appointments and treatments at the Granta Medical Practice and Addenbrooke’s.
- Allow young adults and families to have more flexibility with their social and leisure activities.
- Access to night time and weekend services for shift workers working unsociable hours, adults and families.
- Prevent inequality, isolation and loneliness.

Disadvantages:

- Slightly longer journey time for those travelling to and from Haverhill.

63% of residents who took part in the survey felt a re-routed Stagecoach service would be most beneficial to them.

4 Summary

Balsham and the surrounding villages should have important access to education, healthcare, employment, leisure and social activities. Providing a vital link between villages is important in supporting a growing and vibrant community.

Balsham is currently going through an enormous expansion with three new housing developments incorporating at least 80 new two to four bedroomed homes with more planned on the horizon following the call of sites from South Cambridgeshire District Council. New housing developments seem to have parking restrictions on the number of car parking spaces per plot.

In these new housing developments are affordable homes, homes for those with limited incomes and many do not own a car. Infrastructure has not been put in place to cope with the influx of residents who need to rely on public transport to be able to get to education, employment, shop, visit services and facilities.

Families are put off visiting Cambridge City Centre because of the lack of affordable parking and may not want to drive into Cambridge City Centre for environmental reasons.

Young adults are frustrated with their lack of independence with parents having to make frequent trips to college and often find it logistically challenging to collect from Linton, Park and Ride sites and from central Cambridge.

A considerable amount of post 16 students have to rely on public transport to attend sixth form colleges and work experience placements, along with full, part time working adults and an aging population, all need essential transport links. It is believed that Balsham is entitled to have a more frequent, reliable, direct service into Cambridge City Centre. The need is becoming more imperative as the village expands with more young people and families move in and with an aging population having to give up their vehicles as they no longer wish to drive, can no longer drive or simply have no means to drive. There are some residents, of all ages, who have medical conditions which prevent them from driving. Many commuters who travel by car whose employers do not have parking spaces, therefore, they have to pay high parking charges in the multi-story car parks. Some may use the Park and Ride services in Babraham to access the City Centre but would favour a more direct route without using a car.

The results from the survey carried out in October/November 2019 demonstrated there is a huge demand for greater public transport in Balsham and the surrounding villages. 78% said they would give up their cars in favour for a more reliable, regular service to get to work, hospital appointments, college and for leisure. However, this is not reflected in the current ridership numbers due to the inadequate service.

The Balsham Parish Council met with Lucy Frazer MP on 6th March 2020 and presented the survey results. Ms Frazer fed Balsham's campaign into the work being carried out by the Cambridgeshire and Peterborough Combined Authority Bus Reform Task Force group. Early September, Ms Frazer informed the Parish Council, the Covid-19 pandemic had a serious impact upon the bus travel. The Combined Authority are spending a significant amount of money in order to keep current services operating. Consequently, the planned reform must be rethought.

Another letter from Ms Frazer towards the end of September notified us that Balsham's campaign had been discussed. It has been decided the way forward with all rural areas is a demand-responsive scenario and trials will take place.

The Parish Council have found this alarming as the survey confirmed there is demand even though it may not be reflected in the ridership figures. The existing service is so ineffective that scarcely anyone has the confidence to use it. If the service is improved, residents are more than likely to use the service than not.

5. Conclusion

As this is a common perception with speaking to residents and those who returned the survey, it means, sadly, the only mode of transport for them is by car as the current bus services are woefully inadequate.

Residents are enthusiastic about seeing improvements to public transport. Many want to make changes with their current lifestyles as they are becoming more environmentally aware and want to protect the environment by reducing traffic congestion, pollution and their carbon footprint.

With the provision of new affordable homes, it means some residents who are already disadvantaged with the lowest incomes do not have access to a decent bus service to have the flexibility to access full, part time, unsociable working hours and/or weekend work or further education and training.

Many families have two or three young adults needing access to colleges, services and facilities. They simply cannot afford to run three to four cars and more importantly there are no parking spaces available for each household for that number of vehicles. Residents also work full time and are unable to take their children to college, social activities or to any bus connections.

According to the 2011 census, 8.5% of households do not have car or van.

The current public transport scenario makes it extremely difficult for those without any mode of transport to access all forms of employment, education, social facilities, doctors' surgery and Addenbrooke's appointments.

- The results from this demonstrated there is a huge demand for greater public transport in Balsham and the surrounding villages.
- Residents would like to have the option of taking the bus.
- Residents would like to see more frequent services being operated through the village.
- A direct evening service from Cambridge in the evenings for commuters.
- Residents want a more direct route into Cambridge to cut down on journey times (i.e.: Balsham-Fulbourn-Queen Edith's Way- Addenbrooke's -Long Road-Hills Road-City Centre).
- Reliable, frequent bus service to get young adults to college, working adults to work, residents particularly, the older residents, to doctor and hospital appointments.
- Provision for more Saturday and Sunday services to access leisure activities at Cambridge Leisure Park and City Centre.
- Residents want to use public transport instead of their car to allow them to be more environmentally friendly reducing pollution and their carbon footprint.
- Residents demand the freedom to travel on public transport whenever they need.

It is appreciated the Coronavirus pandemic has changed whatever reform was planned back in March 2020 and money for the Cambridgeshire and Peterborough Combined Authority Bus Reform Taskforce group project has been reduced with trying to keep current services running. However, the impact of transport

poverty in villages like Balsham can have a devastating effect with people's livelihoods, access to education, employment, health and wellbeing. This is deeply concerning.

5.1 Our Suggested Solutions for an Improved Service

1. Run a one to two-hourly service through Balsham.
2. Re-route one of the many Stagecoach 13 services through Horseheath, Streetly End, West Wickham, Balsham, then back to Linton. This may be the most economically viable option for the Combined Authority (*preferred option*).
3. Alternatively, possibly, a least favoured approach, increase the 16a service and re-route via Linton for residents to access medical care and other services/facilities in Linton.
4. If increasing the 16a service, re-examine the timetable to run a direct service from Balsham to the Sixth Form Colleges and then onto Cambridge.
5. Combine both services to ensure a regular, reliable service to access education, health, work and other services and facilities.
6. Optimise lay-over times in Cambridge for the 16a service.
7. Run a trial period to see if ridership numbers increase due to the improved services.

Appendix 1: Details of the Survey:

Local Transport:

Train Stations

There are no train stations in the area with the nearest train stations being Dullingham and Whittlesford.

Park and Ride:

The nearest Park and Ride facilities are Babraham Road. Residents either drive to the Park and Ride or cycle.

Cycle

There are no dedicated cycle routes or footpaths. The direct route cyclists take is the Balsham Road into Fulbourn. This is a high-speed route used by vehicles and not considered to be safe.

Routes/Footpaths:

Comment: It was felt the Greater Cambridge Partnership scheme should have incorporated a cycle path to connect Balsham and Linton to liaise with the Linton hub (now on hold) and the Cambridgeshire Autonomous Metro.

Balsham Bus Services:

Stagecoach 16a Service

Balsham – Cambridge (via Addenbrooke’s/Long Road) – Balsham

One bus service runs through the village, the 16a originating from Great Thurlow run by Stagecoach. The earliest it departs Balsham is 7.35am and leaves Cambridge at 4.30pm. This service includes 55 stops in total including Fulbourn, Teversham and Cherry Hinton which is currently well served with services.

On Saturdays there is only one service departing at the earliest of 10.57am, departing Cambridge at 5.40pm.

I have been unable to obtain ridership data from Stagecoach.

Monday to Friday						
Cambridge-Balsham-Cambridge	Service	7am – 9.30am	9.30am – 4.30pm	4.30pm – 6pm	6pm – 11pm	
To Cambridge via Addenbrooke’s and Long Road	16a	1 Bus dep. 7.35am arr. 8.21am	No Service	No Service	No Service	
From Cambridge via Long Road and Addenbrooke’s	16a	No Service	No Service	1 Bus dep. 4.40pm arr. 5.39pm	No Service	

Saturdays Only (No Sunday Services)						
Cambridge via Addenbrookes/Long Road	Service	7am – 9.30am	9.30am – 4.30pm	4.30pm – 6pm	6pm – 11pm	
To Cambridge	16a	No Service	1 bus dep. 10.57am arr. 11.30am	No Service	No Service	
From Cambridge	16a	No Service	No Service	1 bus dep. 5.40pm arr. 6.10pm	No Service	

The timetabled journey from Balsham should only be 46 minutes to and 59 minutes from Cambridge. There have been occasions when it has taken students nearly two hours to get home

because of traffic congestion. Many residents have commented that the route is too long. It has been suggested to shorten it to a more direct route – Balsham – Fulbourn via Dogget Lane – Queen Edith’s Way (Netherhall College) – Addenbrooke’s – Long Road – Hills Road, Cambridge.

	Service	Timetabled Journey Time	Number of Stops
To Cambridge Drummer Street	16*	46 minutes	32 <i>(15 stops between Balsham and Queen Edith’s Way – 5 Fulbourn, 5 Teversham and 5 Cherry Hinton)</i>
From Cambridge Emmanuel Street	16	59 minutes	32

* This service has a total of 55 stops.

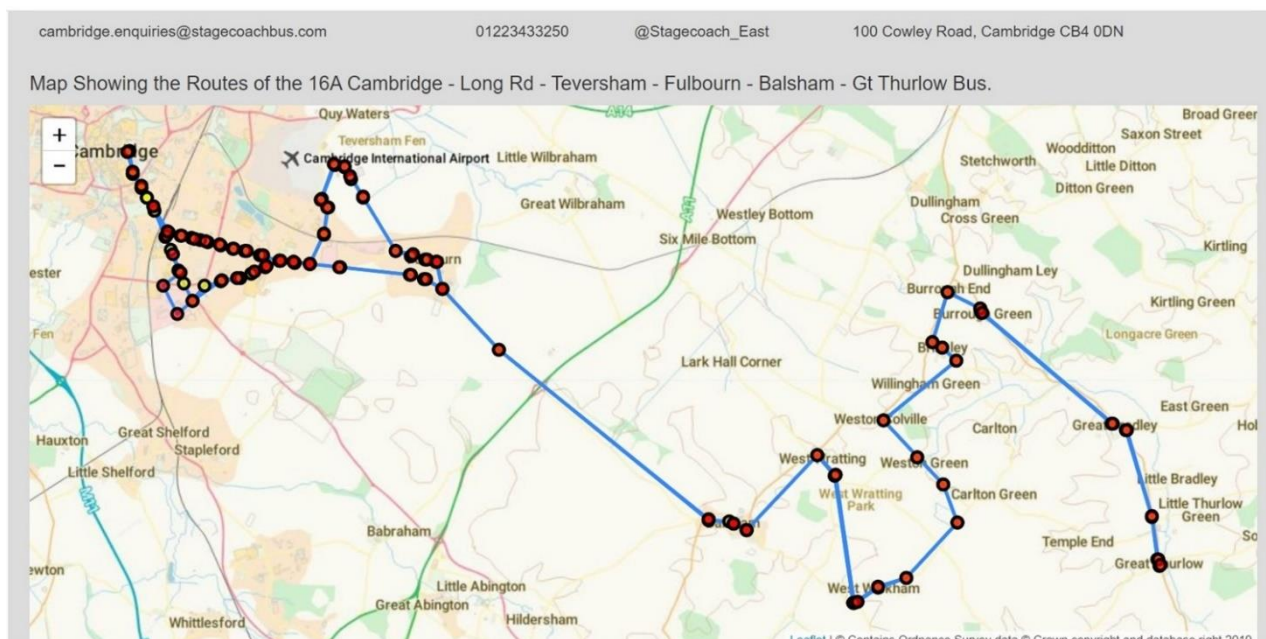
Detailed Stops from Cambridge – Balsham – Cambridge - 32

From Cambridge to Balsham:

Emmanuel Street, Downing College, St Paul’s Road, Botanic Gardens, Hills Road 6th Form College, Blinco Grove, Perse School, Long Road 6th Form College, Rosie Maternity Unit, Hospital Bus Station, Almoner’s Avenue, Queen Edith’s Way, Strangeways Road, Netherhall School, Queen Edith’s Way, Limekiln Road

Cherry Hinton: Fulbourn Road, Yarrow Road, Tamarin Gardens, Impala Drive, Eland Way

Teversham: Marshall’s Close, Sheppard Way, High Street



Fulbourn: Ferndale, Baker’s Arms, Bird Farm Road, Haggis Gap, Six Bells, Impetts Lane, Fleam Dyke Cottages

Balsham: Fox Road/High Street, Mays Avenue/High Street, West Wrattling Road.

Issues with the Stagecoach 16 Service:

- The infrequent bus service does not accommodate young adults/students, full time and part time or shift workers.

- No access to Granta Medical Practices in Linton for doctor's appointments.
- No access to local facilities in Linton such as dentist, opticians, library, The Co-Operative and other shops.
- Timetable does not work for Addenbrooke's appointments.
- Journey times are too long especially if traffic is heavy.
- Too many stops.
- Saturday service departing Balsham is too late as it does not work for Saturday workers.

Big Green Bus Company, Number 19 Service

Balsham – Linton – Balsham

Balsham – Haverhill – Balsham

The Big Green Bus operates the number 19 service originating in Haverhill, terminating at Burrough Green. This service runs infrequently, anything between two and three hours a day, five times a day to and from Linton. The last shuttle bus leaves Linton at 6.22pm arrives Balsham 6.51pm taking 29 minutes as this takes in the Camps, Horseheath, Streetly End and West Wickham before arriving in Balsham. This shuttle service provides access for the mobile elderly to connect to services in Linton such as the Co-Operative, shops, opticians, dentist and the Granta Medical Practice and then with a connection with the Stagecoach 13 to Addenbrooke's.

This service also provides young adults and workers access to the Stagecoach 13 services (Haverhill – Cambridge – Haverhill).

Monday to Friday					
Linton-Balsham-Linton	Service	7am – 9.30am	9.30am – 4.30pm	4.30pm – 6pm	6pm – 11pm
To Linton	19	2 Buses	3 Buses	No Service	No Service
From Linton	19	No Buses	4 Buses	No Service	1 Bus

Monday to Friday					
Haverhill-Balsham-Haverhill	Service	7am – 9.30am	9.30am – 4.30pm	4.30pm – 6pm	6pm – 11pm
To Haverhill	19	1 Bus	2 Buses	No Service	No Service
From Haverhill	19	No Service	4 Buses	1 Bus	No Service

No Saturday or Sunday Services					
Linton-Balsham-Linton	Service	7am – 9.30am	9.30am – 4.30pm	4.30pm – 6pm	6pm – 11pm
To Linton	19	No Service	No Service	No Service	No Service
From Linton	19	No Service	No Service	No Service	No Service

Journey Duration

Burrough Green-Balsham-Linton-Haverhill	Service	Timetabled Journey Time	Number of Stops

To Linton	19	7 minutes	No Stops
From Linton	19	7 minutes	No Stops
From Linton	19**	29 minutes	11 stops
To Haverhill	19	32 minutes	7 Stops
From Haverhill (via Linton)	19	33 minutes	8 Stops

** This is the last 19 service departing Linton at 6.22pm, arriving Balsham 6.51pm

Issues with Balsham to Linton Number 19:

- Timetable does not liaise with Stagecoach 13 service or with medical, dentist, optician appointments or library times.
- Long wait between services, especially if the 19 connection is missed.
- Service does not run long enough into the afternoon.
- Journey time for evening service is too long.
- If connections are missed, residents have been known to walk back from Linton on a very dangerous road with fast moving vehicles, therefore not safe.
- No weekend services.

Issues with Balsham to Haverhill:

- Journeys are too long when travelling from Balsham to Haverhill.
- Timetable may not liaise with medical or optician appointments.
- No weekend services.

The Big Green Bus Company Number 46 Service

Balsham – Newmarket – Balsham

The Big Green Bus operates the number 46 service. Only one service per day leaving Balsham 9.34am arriving Newmarket 10.23am. Departs Newmarket at 1.02pm arriving 1.53pm.

This service is not as popular as the Linton-Balsham-Linton service, however, demand would increase if there were more services available.

Tuesdays Only					
Balsham-Newmarket	Service	7am – 9.30am	9.30am – 4.30pm	4.30pm – 6pm	6pm – 11pm
To Newmarket	46	No service	1 bus <i>dep.9.34am arr. 10.23am</i>	No Service	No Service
From Newmarket	46	No Service	1 bus <i>dep. 1.02pm arr. 1.53pm</i>	No Service	No Service

Journey Duration

Balsham-Newmarket	Service	Timetabled Journey Time	Number of Stops
To Newmarket	46	59 minutes	34 Stops
From Newmarket	46	59 minutes	34 Stops

Access to Services

Health:

The nearest medical centre is in Linton, the Granta Medical Practices who also run other services and clinics. The number 19 bus service is available to take residents to the medical practice. However, the current bus schedules do not always liaise with available doctors' appointments or layover times are long so patients have to rely on family, friends or the Good Neighbourhood scheme to get them to their appointment on time.

There is a NHS dentist in Linton as well as an opticians.

There is a small hospital in Newmarket but for most hospital services, the nearest is Addenbrooke's. Several residents commented that there is no direct bus service to Addenbrooke's from Balsham.

Education:

Linton Village College has a dedicated bus service for their students. LVC has no sixth form. For post 16 education, young adults must travel to Hills Road Sixth Form, Long Road Sixth Form, Oakes Sixth Form or Cambridge Regional College. Most of these young adults are unable to drive so use the 16a service but it is woefully inadequate. Many must wait around for long periods of time after arriving at college or waiting to leave to come home. Luckily, the Sixth Form colleges are accommodating these students.

If students can drive and have their own car, there is nowhere for them to park, so they park in the nearby side streets which affects the nearby residents.

Journey times on the buses are long and often delayed due to traffic congestion and the arrival time of the bus to the college may not coincide with their timetables.

Alternatively, young adults may have to rely on others or use the Big Green Bus Company's shuttle 19 service to get them to Linton to catch the Stagecoach 13 services from Haverhill to Cambridge.

The 19 service's timetable does not liaise well with the Stagecoach 13's timetable. If young adults miss the connections to and from Balsham, they are stranded and may have to wait sometime in unsuitable and unsafe conditions, walk home, or wait for an adult to collect them.

Work:

Majority of residents do travel to work by car, motorbike, or cycle. Some travel by car or cycle to the Babraham Park and Ride site to connect with the services there onwards to Addenbrooke's and Cambridge. Very few people use Stagecoach 16 due to its unreliability and rigid timetable.

Many residents would consider taking the bus for a greener lifestyle, providing it was a regular, reliable and a more direct service. Those who use the bus for work are fine with the outgoing bus at 7.35am.

The departure time of 4.30pm from Cambridge does not work as many work until 5.30pm may have to rely on the Stagecoach 13 service but there isn't always a 19 shuttle bus to connect with them.

Part time and shift workers are also impacted as a restricted timetable means they are unable to work the hours they are contracted to do.

This also impacts those who want to work unusual hours in Cambridge for example shift workers at Addenbrooke's.

Feedback received during the survey was the journey times are too long with too many stops. Many are late for work and are not arriving in time for their contracted hours.

Shopping/Leisure:

Balsham has a small village shop with Post Office and Café. Nearest supermarkets are Haverhill,

Newmarket and Fulbourn. The 16a service does not service any of these supermarkets. Although it is unlikely people will use public transport for supermarket shopping unless they have no choice. For general shopping, people would need to travel into Cambridge.

Cambridge has many leisure activities which attract families and young adults such as the ice skating rink, cinema, museums, central library, botanic gardens, climbing arenas, gyms and open spaces which could be accessed using public transport instead of travelling in by car which increases carbon footprints and pollution and the excess cost of long term parking.

The 16a does not run regularly so it makes it impossible for people to visit Cambridge and use the facilities available encouraging them away from Cambridge City Centre or relying on parents/family or friends to drive them into the City Centre.

Other Services:

Cambridge and Haverhill provide a range of services such as Citizens Advice, Camsight and CamTAD (hearing support). People are dependent on others such as Good Neighbourhood schemes to bring them to group meetings as the 16a and 19 bus services timetables do not liaise with the timings of these meetings.

Impact on Poor Accessibility:

Young People:

Most young people use the 16a bus to access their colleges where most classes are in the morning or afternoon. Others may take the Big Green Bus Company 19 shuttle bus service to Linton to connect with the Stagecoach 13 service from Haverhill.

If college start times are later during the day, the 16a service does not work for them. They may have to wait for hours until classes begin. As many are unable to drive and parents work full time, they are reliant on a regular, reliable bus service.

The 19 shuttle bus service's timetables do work liaise adequately with the Stagecoach 13 services. Young people (including adults and the elderly) may have to wait for hours between services in the cold, unsafe bus shelters if they miss their connections. This may mean they are late for classes, appointments or late home.

Many young people felt the lack of public transport restricted their social activities, may influence their post 16 education choices and choice of future employment. Many also have Saturday jobs in Cambridge with early start times. Some feel trapped and isolated which is not good for the mental wellbeing.

Single Parents:

There are a high proportion of single parents with younger children who do not have access to a car and need to rely on public transport. Frequency and the reliability of buses is an issue as these parents are unable to get to and back from Cambridge City Centre or nearer market towns in time to collect their children from school at 3pm.

Working Adults:

Many working adults drive to either the Park and Ride in Babraham or into the City ensuring they arrive on time and can get home again. If traffic is heavy, buses are delayed and workers arrive late. There is no flexibility to leave earlier or later to avoid traffic congestion.

Residents who work at on sites such as Granta Park, Cambridge Science Park, Babraham Research Park and the Genome Campus at Hinxton have no choice but to drive to their place of work.

Older Residents:

We have an increasing aging population who are about to give up driving or already have done so. Some have medical conditions meaning they cannot drive. Balsham's older residents need regular, reliable access to public transport to get them to doctors' appointments at Granta Medical Practice in Linton as well as hospital appointments at Addenbrooke's. Current Stagecoach 16a service does not cover Linton and the current timings do not liaise with hospital appointments with many having to wait for hours before and after their appointment.

Those who can drive, will drive to Babraham Park and Ride to use the bus service direct to Addenbrooke's. 42% would like to be able to travel to various appointments without having to deal with the stress of getting there on time.

Many older people use the Balsham Post Office Stores to shop from however, they cannot get everything they need from there. They also need access to the NHS Dentist, Opticians, library and the Co-Operative.

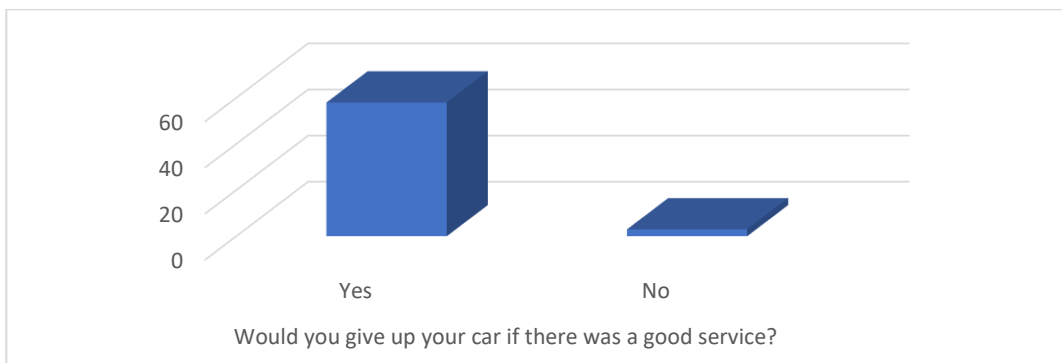
They also prefer to travel to smaller towns like Haverhill and Newmarket especially on market days. Consideration must also be given to ensuring the buses between the village and towns are easily accessible to those who have restricted mobility.

Feedback from the 2019 Survey

- "I have to rely on other people to take me by car"
- Very, very difficult for grandchildren to and from college. Have to collect from regularly from P&R"
- "Weekends are pitiful and only one bus on a Saturday"
- "As a non-driver I have to rely on a bus service"
- "It would be great to get a direct bus into work or town and if one was regularly provided I would not drive"
- "Not driving a car for much longer!"
- "We would ditch the car for regular services"
- "We would use buses if more direct and regular/often"
- "Although at present I can still drive I am getting older and a time will come when I need to get to Cambridge/Newmarket by public transport"

Results and Observations from 270 Surveys:

76 of the 270 surveyed were asked if they would give up their car in favour of a better bus service.



Below are the results from the returned 270 surveys:

