

# Busway Service Changes Spring 2020

## FAQS

### When is the service changing?

We are working closely with Cambridgeshire County Council and Highways England to confirm a launch date of the improved service as soon as possible.

We will be coming out soon with information on new timetables and route maps.

### Why is the service changing?

In the summer of 2019 we launched a public consultation where 2,311 people gave their feedback on the Busway, so we could better understand what we've been doing right and what we could improve on.

We've used this information, looked at data and talked to key companies and groups to help make a better Busway.

### So what's new?

**18 new vehicles:** That means more seats!

**A bus every 5 minutes at peak:** This will be down the main corridor between St Ives Park & Ride and Trumpington Park & Ride.

**A bus every 8 minutes at off peak:** This will be down the main corridor between St Ives Park & Ride and Trumpington Park & Ride.

**New later and more frequent evening services:** Now running later and more frequently across the entire week, down the main corridor between St Ives Park & Ride and Trumpington Park & Ride.

**Improved services to villages and towns:** Better services for smaller towns and villages connecting into the Busway.

### What time are these later services?

The last service from Trumpington Park & Ride leaves at 22:45 Monday-Saturday and 21:34 Sunday.

The last service from Cambridge Short Street to Trumpington Park & Ride leaves at 23:10 Monday-Saturday and 22:20 Sunday.

The last service from St Ives Park & Ride leaves at 22:15 Monday-Saturday and 21:47 Sunday.

The last service from Drummer Street to St Ives Park & Ride leaves at 23:47 Monday-Saturday and 22:47 Sunday.

### What is 'peak time'?

**Morning:** From both Trumpington and St Ives Park & Ride sites into Cambridge city centre between 06:20 to 09:30.

**Evening:** Leaving Cambridge and heading towards St Ives Park & Ride between 15:00 and 19:00.

Leaving Cambridge and heading towards Trumpington Park & Ride between 14:30 and 19:00.

# Busway Service Changes Spring 2020

Which route is right for me?

**A** use me to get to:

Royston	Shire Hall	Ramsey Road
Melbourn	Orchard Park	Marley Road
Foxton	Histon & Impington	St Ives Morrisons
Harston	Longstanton Park & Ride	Somersham
Trumpington Park & Ride	Swavesey	Warboys
Biomedical Campus	Fen Drayton Lakes	Ramsey
Cambridge Rail Station	St Ives Park & Ride	Chatteris
Cambridge Drummer Street	St Ives Bus Station	Bluntisham
Earith	Needingworth	Colne

**B** use me to get to:

Cambridge Rail Station	Swavesey	Alconbury
Cambridge Drummer Street	Fen Drayton Lakes	Alconbury Weald
Cambridge North Rail Station	St Ives Park & Ride	Godmanchester
Science Park	St Ives Bus Station	Peterborough
Cambridge Regional College	Ramsey Road	Stilton
Histon & Impington	Hill Rise	Sawtry
Oakington	Huntingdon Bus Station	Brampton
Longstanton Park & Ride	Hinchingsbrooke Hospital	RAF Wyton
Hartford Marina	Houghton	

**R** use me to get to:

Cambridge Rail Station  
Trumpington Park & Ride

**X** use me to get to:

St Ives Park & Ride  
Biomedical Campus  
Trumpington Park & Ride  
(PM journeys only)

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## Have the routes changed or swapped in places?

Yes, the Busway service will now be made up of routes A, B, R and X.

The D will no longer exist as the B will now serve Cambridge North Rail Station.

The A and B have switched at certain sections of the route: A will now serve Orchard Park, the B will now serve Science Park, Cambridge North Rail Station and Cambridge Rail Station.

## Will smaller towns and villages have an improved service?

Chatteris, Ramsey, Warboys, Needingworth, Bluntisham, Alconbury, Godmanchester and Earith will have a new off peak service Monday to Saturday.

Alconbury, Brampton and Godmanchester will also have a new off peak service. Alconbury will be served every 30 minutes and Godmanchester and Brampton served every hour throughout the day.

## I want a quick direct link from St Ives Park & Ride to the Biomedical Campus, does this exist?

Yes, the X is for you! Going straight down the M11, the X is a direct fast route stopping at St Ives Park & Ride, St Ives Bus Station and the Biomedical Campus in the morning. Additionally the X will stop at Trumpington Park & Ride in evening journeys.

There are three morning trips from St Ives Park & Ride at 05:30, 05:50 and 06:10.

There are three early evening trips from the Biomedical Campus at 18:52, 19:20 and 19:52.

## I use the Busway to get to the train station, have you linked bus times with the trains?

Yes, we have ensured that buses arriving at Cambridge North Rail Station are aligned with the current train timetables for trains bound for London.

Buses will arrive approximately 10 minutes before London fast train departures and leave the station approximately 10 minutes after London fast train arrivals.

Buses to Cambridge Rail station are every 5 minutes in the peak, so they'll always be a bus on its way.

## I work and visit Hinchingsbrooke Hospital, do I benefit from the changes?

Yes, Hinchingsbrooke Hospital will now have a Sunday service running every hour on the B.

## Will there be more buses once Northstowe is completed?

Yes we are working closely with Northstowe on future plans as phases of construction at Northstowe are complete.

## I've heard that the R isn't stopping at the Biomedical Campus anymore?

Yes, but there are lots more A services from Trumpington Park & Ride that will stop at the Biomedical Campus.

This also means the R will be direct to Cambridge Rail Station and therefore arrive there faster.

## I've heard that you're no longer serving Foxton?

No, we will continue to serve all three stops in Foxton on the A.

## I've heard that the B isn't stopping at Hartford Marina anymore?

No, the B will be stopping at Hartford Marina every half an hour throughout the day.

On a Sunday to give RAF Wyton a service we've split the route, this means Hartford Marina will still be served on a Sunday, but every hour instead.

## I've heard you're cutting Harston services?

No, we've actually increased the number of services to Harston, which is an hourly service. The village used to have 12 trips a day in each direction but now has 14.

## Are you still serving Houghton?

Yes, Houghton will continue to have a 30 minute service throughout the day.

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## I can never get a seat on the Busway, will these changes address this?

Yes, our 18 new buses and improved frequency during peak times means that more seats will be available.

## Are the new big buses safe?

Absolutely safety is our top priority. We've tested our new 100 seat buses on all relevant routes, to make sure this is possible and safe before going into service.

Every driver is given specialised training for each type of bus we have, before they drive in service.

## Do you have Wi-Fi on your new buses?

Yes, all of our new buses have been fitted with Wi-Fi which you can use for free throughout your journey with us.

## Do you have next stop announcements on your new buses?

Yes, our 18 new buses have audio visual next stop announcements.

## Where can I get timetable information from?

**App:** You can use live tracking on our new and improved app.

**Website:** Download or view timetables from our website at [stagecoachbus.com](http://stagecoachbus.com)

**Printed:** Pick up printed timetable leaflets from key sites such as St Ives Park & Ride.

## Where can I get updates or ask questions?

Our friendly staff: Proud to serve and always here to help with any questions you might have

**Twitter:** Follow us **@Stagecoach\_East** for live updates or to ask us anything

Email: Sign up to our newsletter to keep in the loop, or email any questions to **[cambridge.enquiries@stagecoachbus.com](mailto:cambridge.enquiries@stagecoachbus.com)**