

# Growing Vectare takes on Ting DRT from Stagecoach in Huntingdonshire

## OPERATIONS

by Peter Stonham

Cambridgeshire and Peterborough Combined Authority has awarded a contract to run its Ting demand-responsive flexible bus services in West Huntingdonshire to fast-growing independent operator Vectare from 28 November, replacing Stagecoach East.

Launched a year ago it was described then by CPCA as an 'Uber style' bus service, run with smaller Optare Solo vehicles providing "an overlay service, in addition to the existing bus services currently running across the area, and isn't a replacement of [existing] services."

Ting covers towns such as St Neots, Cambourne, Sawtry and surrounding villages. Vectare describes itself as a transport solutions provider that uses technology to provide better passenger transport services.

Vectare is also continuing its growth with an expansion of its presence in Peterborough. From 31 October it took over two services under contract to CPCA between Peterborough and the Lynch Wood business park on Mondays to Fridays, that were previously provided commercially by Stagecoach East (see story below).

Vectare says it will be introducing a new Passenger Promise, which ensures that no passenger will be left stranded. If their bus doesn't turn up or is full, and the next bus is more than 30 minutes away, Vectare will pay for a taxi, whether to the passenger's destination or back home.

Vectare was founded by university friends Peter Nathanail and Dominic Kalantary in 2016, who say they saw an opportunity to raise standards in transport services, improving efficiency, safety, reliability and the customer experience by applying new technology. The company now



carries 1.5 million passengers per year, and as well as running 50 buses on services across the East Midlands, East of England and Essex and Hertfordshire, supports local authorities, schools, colleges, universities and businesses with consultancy advice.

Nathanail, commercial and operations director at Vectare, said: "We're delighted to be working with the Combined Authority on the exciting and innovative Ting transport service. Rural communities need sustainable, affordable public transport more than ever at the moment. We'll be introducing brand new buses, longer operating hours and a range of great value fares and tickets, all underpinned by our Passenger Promise customer service

commitment."

Mayor of Cambridgeshire and Peterborough Nik Johnson said: "Finding a sustainable, affordable and convenient bus service that supports these rural communities is a priority for me. I am delighted that Ting is attracting a new generation of younger travellers and delivering a real shift in how people travel, as well as ensuring that members of our community in these areas can still access vital services such as hospitals and supermarkets.

"Vectare is a small company, but it has a very high standard of customer service and delivery and I am delighted that it is able to increase Ting's hours of service and will continue to offer flexibility in the booking service."