

Wednesday, 12 October 2022

To: Members of the MCA - Overview and Scrutiny Committee and Appropriate Officers

## NOTICE OF MEETING

You are hereby summoned to a meeting of the South Yorkshire Mayoral Combined Authority to be held at **South Yorkshire MCA, 11 Broad Street West, Sheffield, S1 2BQ**, on: **Thursday, 20 October 2022 at 2.00 pm** for the purpose of transacting the business set out in the agenda.



Martin Swales  
**Chief Executive and Head of Paid Service**

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## Member Distribution

Councillor Colin Ross (Chair)	Sheffield City Council
Councillor Maggi Clark	Rotherham MBC
Councillor Thomas Collingham	Rotherham MBC
Councillor John Clarke	Barnsley Metropolitan Borough Council
Councillor Jeff Ennis OBE	Barnsley MBC
Councillor Bryan Lodge	Sheffield City Council
Councillor Dianne Hurst	Sheffield City Council
Councillor Allan Jones	Doncaster MBC
Councillor Jane Kidd	Doncaster MBC
Councillor Joe Otten	Sheffield City Council

## MCA - Overview and Scrutiny Committee

Thursday, 20 October 2022 at 2.00 pm

Venue: South Yorkshire MCA, 11 Broad Street West, Sheffield, S1 2BQ

SOUTH YORKSHIRE  
**SYMCA**



MAYORAL  
COMBINED  
AUTHORITY

### Agenda

Agenda Ref No	Subject	Lead	Page
1.	Welcome and Apologies	Chair	
2.	Urgent Items/Announcements	Chair	
3.	Items to be Considered in the Absence of Public and Press	Chair	
4.	Declarations of Interest by any Members	Chair	
5.	Reports from and Questions by Members	Chair	
6.	Questions from Members of the Public	Chair	
7.	Minutes of the Previous Meeting Held on 28 July 2022	Chair	5 - 10
8.	Matters Arising/ Review of Action Log	Chair	11 - 12
9.	Review of latest Forward Plan of Key Decisions	Chair	13 - 22
10.	Mayoral Scrutiny	Mayor Oliver Coppard	Verbal
11.	Review of Real-Time Bus Data	Steve Edwards/ Tim Taylor	23 - 28

**Date of next meeting:** Thursday, 19 January 2023 at 2.00 pm

**At:** South Yorkshire MCA, 11 Broad Street West, Sheffield, S1 2BQ

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**MCA - OVERVIEW AND SCRUTINY COMMITTEE**

**MINUTES OF THE MEETING HELD ON:**

**THURSDAY, 28 JULY 2022 AT 2.00 PM**

**SOUTH YORKSHIRE MCA, 11 BROAD STREET WEST,  
SHEFFIELD, S1 2BQ**



**Present:**

Councillor Colin Ross (Chair)	Sheffield City Council
Councillor John Clarke	Barnsley MBC
Councillor Jeff Ennis OBE	Barnsley MBC
Councillor Bryan Lodge	Sheffield City Council
Councillor Dianne Hurst	Sheffield City Council
Councillor Jane Kidd	Doncaster MBC
Councillor Joe Otten	Sheffield City Council

**In Attendance:**

Steve Davenport	Chief Legal & Monitoring Officer	SYMCA Executive Team
Dr Ruth Adams	Deputy Chief Executive	SYMCA Executive Team
Jonathan Guest	Head of Policy	SYMCA Executive Team
Felix Kumi-Ampofo	Director of Corporate Policy	SYMCA Executive Team
Xenia Li	Data Services Officer	SYMCA Executive Team
Tim Taylor	Director of Public Transport Operations	SYMCA Executive Team
Ellen Hinsley	Minute Taker	SYMCA Executive Team

**Apologies:**

Councillor Maggi Clark	Rotherham MBC
Councillor Allan Jones	Doncaster MBC
Councillor Ken Wyatt (Reserve)	Rotherham MBC

**25 Welcome and Apologies**

The Chief Legal and Monitoring Officer welcomed everyone to the meeting.

**26 Nomination of Chair and Vice Chair**

Cllr Colin Ross was nominated and seconded and took the Chair.

The Chair welcomed everyone to the meeting and noted apologies as above.

As new Members had joined the Committee, the Chair asked all to introduce themselves.

27 **Urgent Items/Announcements**

No urgent items were declared.

The Chair advised that the Mayor had been called to an urgent meeting regarding the future of Doncaster Sheffield Airport (DSA) and was unable to join the meeting for the item on Mayoral Scrutiny.

28 **Items to be Considered in the Absence of Public and Press**

None.

29 **Declarations of Interest by any Members**

None.

30 **Reports from and Questions by Members**

None.

31 **Questions from Members of the Public**

None.

32 **Minutes of the Previous Meeting Held on 23 March 2022**

The Board noted that SYMCA's Scrutiny Officer had circulated a Centre for Governance and Scrutiny publication to Members prior to the meeting called, "Considerations for Improving Citizen Participation in the Scrutiny of Combined Authorities in England".

**ACTION:** The Scrutiny Officer to research how to improve public participation and provide a report to Members at a future date.

**RESOLVED:** that the minutes of the previous meeting held on 23 March 2022 be approved.

33 **Matters Arising and Action Log**

The Chair confirmed that the outstanding items on the Action Log had been completed.

The Deputy Chief Executive informed the Committee that with regards to the Brownfield Housing Fund, the Mayoral Combined Authority (MCA) had approved an Open Call to seek additional schemes to ensure delivery.

**RESOLVED:** that the Action Log be noted.

34 **Review of latest Forward Plan of Key Decisions**

The Committee reviewed the latest Forward Plan of Key Decisions.

In response to questions around the proposed 12 hour bus lanes included as part of the Southwest Bus Corridors scheme, the Deputy Chief Executive advised that approval had only been given to develop the Outline Business Case. The South Yorkshire Mayoral Combined Authority would look into any concerns or complaints as part of the consideration. The Full Business Case was expected to be submitted for approval in November 2022.

The Deputy Chief Executive also confirmed that the Skills Bootcamps had not been taken forward.

**ACTION:** The Deputy Chief Executive to circulate information on the Government's criteria for Skills Bootcamps to the Committee.

**RESOLVED:** that the Forward Plan of Key Decisions be noted.

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### **Mayoral Scrutiny**

The Chair suggested that Members pose any urgent questions to officers who could provide a response in the Mayor's absence.

Members queried the progress on the Mayor's target to appoint a lead on improving health inequalities within 100 days of taking office.

The Deputy Chief Executive informed the Committee that the Mayor was currently in discussions regarding an action plan and intended to release a statement on his 100<sup>th</sup> day in office. The Director of Corporate Policy added that once in post, this role would work with partners to identify the key actions required.

In response to Member's concerns around mental health, the Director of Corporate Policy advised that the Working Win programme supports people suffering from mental health issues to remain in or return to work. SYMCA was limited by its devolution deal which did not include powers over healthcare. The Mayor was also keen to work closely with the Integrated Care Partnership.

### **Bus Cancellations**

The Director of Public Transport Operations informed the Committee that the MCA Board had approved the use of £5.1m of reserves to protect school bus services until July 2024. A detailed analysis of all schools affected had been undertaken and various options had been explored. Some services would be replaced on a like for like basis but where this was not possible the existing commercial bus network would be utilised. The Committee noted that SYMCA was currently in the process of tendering services; the deadline for operators to submit bids was 5 August 2022. Contracts would be awarded the following week.

Members questioned the accuracy of data displayed on digital bus stops. The Director of Public Transport Operations stated that SYMCA was reliant on information provided by commercial operators.

**ACTION:** The Director of Public Transport Operations to provide information on the indicative levels of inaccuracy of data displayed on digital bus stops to the Committee to be presented to a future meeting.

### **South Yorkshire Retrofit**

The Deputy Chief Executive reported that, in relation to the Retrofit Taskforce, the Department for Environment, Food and Rural Affairs had recently asked MCAs to take responsibility for developing a Nature Recovery Strategy and that SYMCA were in the early stages of working through the details. The Committee noted that retrofitting was only one element of a wider sustainability and environmental agenda. The committee were informed that one of the main challenges to retrofitting was funding, which the SYMCA could not meet on its own; noting that the cost to retrofit all South Yorkshire homes EPC rated D or below would be circa £6bn.

**ACTION:** Democratic Services to add Retrofit Taskforce to the Work Programme.

### **DSA**

The Chair requested an update on the situation at DSA following the announcement by Peel Group that it may no longer be commercially viable. The Chief Legal and Monitoring Officer informed the Committee that work was ongoing between SYMCA, DMBC and other partners. Officers were working to ensure that Peel Group was exploring all available options as DSA was vital to the local and regional economy. The Committee noted that SYMCA had provided significant investment in DSA, including funding for the link road and separate loans to Peel Group. Considerable pressure was being put on Peel Group from the private sector as well as politically.

(The Chief Legal and Monitoring Officer left the meeting)

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### **Launch of Data and Intelligence Hub**

The Head of Policy introduced a paper on the Launch of the Data and Intelligence Hub. The Committee were informed that the aim was to provide a single source of data and to improve access to information.

The datasets gave an insight into how South Yorkshire was performing across several domains such as transport, environment, and inequality. It was anticipated that the Data Intelligence Hub would also be used as a tool to support decision making.

Members queried whether an application programming interface was available for the Data Intelligence Hub to enable other organisations to link in. The Committee were advised that the Data Intelligence Hub was still evolving but the intention was to offer an application programming interface in the future and to also improve the narrative. The Director of Corporate Policy added that the Data Intelligence Hub was being built in phases and it was still in its first iteration. It was hoped that it would encourage engagement with members of the public.

**RESOLVED:** that Board members:

1. Note the progress made;
2. Consider how they would like this resource to be deployed;
3. Advise on how the MCA can work with partners to build an inclusive data and analytics community in South Yorkshire across age, sector and personal circumstance.

The Chair advised that virtual workshops would be arranged for Members to consider the Work Programme for the coming year and requested that the Committee reconvene for an additional, single item meeting on Mayoral Scrutiny.

**ACTION:** Democratic Services to arrange an additional, single item meeting on Mayoral Scrutiny.

As there was no further business to discuss, the Chair thanked everyone for the productive discussions and closed the meeting.

I, the undersigned, confirm that this is a true and accurate record of the meeting.

Signed .....

Name .....

Position .....

Date .....

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## Overview and Scrutiny Committee

### Action Log from 23 March 2022

### Open and Recently Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
28/07/2022	32	<b>Minutes of the Previous Meeting Held on 23 March 2022</b> The Scrutiny Officer to research how to improve public participation and provide a report to Members at a future date.	Christine Marriott	22/09/22 – Agenda setting meeting on 16/09/22 ‘hot topics’ from Social Media posts and questions and petitions presented to MCA Boards were provided to OSC Members to inform Work Programme for 2022/23.	Complete – but public engagement will continue to inform OSC agenda
28/07/2022	34	<b>Review of latest Forward Plan of Key Decisions</b> The Deputy Chief Executive to circulate information on the Government’s criteria for Skills Bootcamps to the Committee.	Ruth Adams	12/10/22 - Information circulated to OSC Members.	Complete
28/07/2022	35	<b>Bus Cancellations</b> The Director of Public Transport Operations to provide information on the indicative levels of inaccuracy of data displayed on digital bus stops to the Committee.	Tim Taylor	Further information circulated to Members on 2 September.  16/09/22 OSC have invited Tim Taylor back to the October OSC meeting to discuss the data provided.	Complete
28/07/2022	35	<b>South Yorkshire Retrofit</b> Democratic Services to add Retrofit Taskforce to the Work Programme.	Christine Marriott	09/08/22 – Item placed on agenda for the Work Programme workshop scheduled for 16/09/22	Completed

Meeting Date	Minute No	Action	Action Owner	Update	Status
28/07/2022	36	<p><b>Launch of Data and Intelligence Hub</b></p> <p>Democratic Services to arrange an additional, single item meeting on Mayoral Scrutiny.</p>	Christine Marriott	<p>09/08/22 – Contacted Cllr Ross for preferred dates for meeting with Mayor Coppard. Await news.</p> <p>26/09/22 - Decision made by OSC Chair to include Mayoral Scrutiny on the October agenda.</p>	Complete

### Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
23/03/22	22	<p><b>Mayoral Scrutiny</b></p> <p>Cllr Ennis suggested that the Committee should send a letter of thanks to Mayor Jarvis. This was agreed.</p>	Christine Marriott	Letter of thanks sent to Mayor Jarvis on 08/04/22.	Complete.

**Forward plan of Key Decisions to be made: SYMCA Key Decisions - September 2022 to December 2022**

**Date Published: 22 September 2022**

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Award of City Centre Shuttle ZEBRA Bus Manufacturer Contract	To award the contract to the winning bus manufacturer as part of the TPPL framework tender for 4 x electric city centre shuttle buses. Estimated cost £1.5M.	12/10/22	Corporate Director of Public Transport	Pat Beijer Director of Public Transport Development  pat.beijer@southyorkshire-ca.gov.uk	Approval Paper	
MCA contribution to hosting the 2023 Eurovision Song Contest	Decision to approve financial contribution to the Eurovision Song Contest 2023 bid.	18/10/22	MCA - Mayoral Combined Authority Board	Dr Ruth Adams Deputy Chief Executive  Ruth.Adams@southyorkshire-ca.gov.uk	None	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Gainshare Programme - D0020 & 21 - Glassworks and Cheapside Acquisition, Barnsley (FBC)	Approval of £3.6m to support the completion of Glassworks and the Acquisition of Cheapside Barnsley	18/10/22	MCA - Mayoral Combined Authority Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt
Transforming Cities Fund - T3 - Royston A61 Active Travel Link (FBC)	Approval of £5,200,172 to deliver an active travel route from Barnsley Interchange to Royston via Smithies Lane.	18/10/22	MCA - Mayoral Combined Authority Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt
Approval of allocation of Adult Education Board Growth Money and Procured Provision	Approval of allocation of AEB Grant Growth Money and Procured Provision	18/10/22	MCA - Mayoral Combined Authority Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
City Region Sustainable Transport Settlement - CRSTS52 - Rotherham Mainline Station (SBC)	Approval of £1,000,000 development costs to develop an Outline Business Case to deliver future development of Rotherham Mainline Station	18/10/22	MCA - Mayoral Combined Authority Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt
Programme Approvals	To seek MCA approval for SYMCA programmes.	18/10/22	MCA - Mayoral Combined Authority Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt
Programme Approvals	To seek MCA approval for SYMCA programmes.	26/10/22	MCA - Housing and Infrastructure Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Programme Approvals	To seek MCA approval for SYMCA programmes.	26/10/22	MCA - Education, Skills and Employability Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt
Programme Approvals	To seek MCA approval for SYMCA programmes.	27/10/22	MCA - Transport and the Environment Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board Paper	Not exempt
Programme Approvals	To seek MCA approval for SYMCA programmes.	27/10/22	MCA - Business Recovery and Growth Board	Sue Sykes Assistant Director - Procurement. Contracts and Programme Controls  sue.sykes@southyorkshire-ca.gov.uk	Board paper	Not exempt

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Project Mandate Sign-Off	Update on mandates signed off for investment pipeline projects which will include getting board approval for the mandate advancement.	27/10/22	MCA - Business Recovery and Growth Board	Rachel Clark Assistant Director Trade & Investment  rachel.clark@southyorkshire-ca.gov.uk	Board paper	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Investment Pipeline Update	Update on the investment pipeline including projects in process and those that are being considered for addition to the pipeline. This will include approvals from the board as to advancement to MCA for certain projects as well as suitability of projects for addition to the pipeline ahead of business case generation and submission.	27/10/22	MCA - Business Recovery and Growth Board	Rachel Clark Assistant Director Trade & Investment  rachel.clark@southyorkshire-ca.gov.uk	Board paper	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Assessment of 'Gold Card' Scheme for Free Rail Travel for Elderly ENCTs Card Holders	Evaluation of research and implications on costs for implementing an annual card scheme with an associated change with gives access to free rail travel for elderly ENCTs card holders in the region.	27/10/22	MCA - Transport and the Environment Board	Tim Taylor Director of Public Transport Operations  tim.taylor@southyorkshire-ca.gov.uk	Board paper	Not exempt
Budget Revision 2		14/11/22	MCA - Mayoral Combined Authority Board	Mike Thomas Assistant Director of Finance & Deputy S73 Officer  mike.thomas@southyorkshire-ca.gov.uk	Board Paper	Not exempt

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Approval of Mass Transit Strategic Business Case	The MCA is being asked to approve the Strategic Business Case for the Mass Transit project. Based on preliminary information the Strategic Business Case gives the case for why the project should be progressed to the next stage of development, the Outline Business Case. If approved the MCA will also approve the release of the funding needed to complete the Outline Business Case and the urgent works needed on site.	14/11/22	MCA - Mayoral Combined Authority Board	Pat Beijer Director of Public Transport Development  pat.beijer@southyorkshire-ca.gov.uk	Board paper	Not exempt
Investment Pipeline Update		15/12/22	MCA - Business Recovery and Growth Board	Rachel Clark Assistant Director Trade & Investment  rachel.clark@southyorkshire-ca.gov.uk	Board Paper	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
Project Mandate Sign Off		15/12/22	MCA - Business Recovery and Growth Board	Rachel Clark Assistant Director Trade & Investment  rachel.clark@southyorkshire-ca.gov.uk	Board Paper	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Budget Revision 3		16/01/23	MCA - Mayoral Combined Authority Board	Mike Thomas Assistant Director of Finance & Deputy S73 Officer  mike.thomas@southyorkshire-ca.gov.uk	Board Paper	Not exempt
2023-24 Budget and Business Planning Development	To approve South Yorkshire transport levy for 2023/24.	16/01/23	MCA - Mayoral Combined Authority Board	Gareth Sutton Chief Finance Officer/S73 Officer  Gareth.Sutton@southyorkshire-ca.gov.uk	Board Paper	Not exempt

Decision to be made:	What is the decision?	Planned Decision Date	Decision maker's name (or name of the board) & title:	Lead Officer name and contact details	Documentation for consideration & other relevant documents	Prohibitions Restrictions Exemptions
2023-24 Budget	To approve the SYMCA revenue and capital budgets and treasury management strategy for 2023-24.	6/03/23	MCA - Mayoral Combined Authority Board	Mike Thomas Assistant Director of Finance & Deputy S73 Officer  mike.thomas@southyorkshire-ca.gov.uk	Board paper	Not exempt
Project Mandate Sign Off		9/02/23	MCA - Business Recovery and Growth Board	Rachel Clark Assistant Director Trade & Investment  rachel.clark@southyorkshire-ca.gov.uk	Board Paper	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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## Overview and Scrutiny Committee

20 October 2022

### Update on Real Time Bus Data

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<b>Is the paper exempt from the press and public?</b>	No
<b>Reason why exempt:</b>	Not applicable
<b>Purpose of this report:</b>	Monitoring/Assurance
<b>Is this a Key Decision?</b>	No
<b>Has it been included on the Forward Plan?</b>	Not a Key Decision

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#### **Director Approving Submission of the Report:**

Tim Taylor, Director of Public Transport Operations (SYMCA)

#### **Report Author(s):**

Tim Taylor  
tim.taylor@southyorkshire-ca.gov.uk

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#### **Executive Summary**

At Overview and Scrutiny Committee on 28 July, members requested an update on levels of service cancellation on the bus network and how these cancellations are reflected in data presented to customers. This paper provides that update.

#### **What does this mean for businesses, people and places in South Yorkshire?**

The report provides details of how real time data is shared with customers and users of the bus network in South Yorkshire and hence their ability to rely upon the information provided.

#### **Recommendations**

That members of OSC raise any questions in regard to the information provided in this report.

#### **Consideration by any other Board, Committee, Assurance or Advisory Panel**

N/A

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## 1. Background

- 1.1 The majority of buses in South Yorkshire (and in particular all buses operated by First and Stagecoach operators) have the ability to share their location and hence be tracked in “real time”.
- 1.2 The data provided by these systems is shared with SYMCA for use in our customer information systems. This includes information in our online journey planner, “Your Next Bus” SMS service and also on real time display units affixed to 234 stops and shelters across the region with a further 193 to be installed by the end of January 2023.
- 1.3 SYMCA receives a number of queries and complaints annually as to the levels of reliability of the data provided in these systems. Members of OSC therefore asked for more information on the levels of service cancellations which result in erroneous data being presented through real time data sources.
- 1.4 Following further investigation between 5.7% and 6.1% of services in the last two years did not operate but were not cancelled by the operator (i.e. where the operator should have marked the service as not operating but failed to amend their records, or technical equipment failure meant it wasn’t tracked) and hence would still appear in our real time data sources. We can only remove services from our real time data feeds if operators tell us when they cancel a service. The same issue also arises for operators own customer facing information. The source of the problem is the need for manual removal of relevant services, so making the systems vulnerable to error and delay. Operators have been doing work to sort, but so far without marked improvement. .

	2021	2022
Scheduled Journeys	1,026,338	838,969
Actual Journeys (operated)	954,297	761,964
Cancelled Journeys	8,304	23,986
Part-cancelled Journeys <sup>1</sup>	1,382	5,176
Total Cancellations	9,686	29,162
Journeys not tracked	72,041	77,005
% of journeys that did not operate and were not cancelled by the operator	6.08%	5.70%

- 1.5 This is compounded by services which are running late but are not tracked (around 9% of all services were not tracked in 2022 to date). For many services, punctuality varies considerably from day to day and at different times of the day in particular. By way of an example, the evening peak continues to show notably lower punctuality than the rest of the day, averaging 69% for South Yorkshire compared to 81% punctuality across all services (September 2022 data).

Evening peak time punctuality levels are below 70% in three of the four local authority districts (only Barnsley being above at 75%).

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<sup>1</sup> Part-cancelled journeys are where services are cancelled at some point during their scheduled operation, eg, vehicle breakdown or irrecoverable delay on route meaning the rest of the service is cancelled.

	ACTUAL	TARGET	DIFFERENCE
Barnsley	84.1%	95.0%	-10.9%
Doncaster	79.3%	95.0%	-15.7%
Rotherham	81.9%	95.0%	-13.1%
Sheffield	80.3%	95.0%	-14.7%

Our Enhanced Bus Partnership has set a target of 95% punctuality. Based on current levels of performance there is clearly a significant improvement required in this area.

June 2022		South Yorkshire		
Day	Time band <sup>2</sup>	On-time Observed	Total Observed	Punctuality (%)
Mon-Fri	Early Morning	67,334	74,183	91
	Morning Peak	78,222	97,303	80
	Interpeak	242,702	307,604	79
	Evening Peak	82,695	120,575	69
	Evening	123,300	151,027	82
Weekends	All Times	167,795	202,212	83
Total	All Times	762,048	952,904	80

- 1.6 When a service is not running to timetable, and is not being tracked it is impossible for a customer to know if the service is either running at all, or just running late. Indeed on higher frequency routes where there are other services available it is possible that customers board the next available service, and in their view the service “never turned up” when in fact it was just running late.

## 2. Key Issues

- 2.1 Whilst punctuality remains a concern, as the majority of services are operated commercially, SYMCA has no direct ability to mandate them to run to a given level of performance. Where services are frequently late or cancelled, these can be reported to the Traffic Commissioner who in turn can intervene with the operator in question and impose their own fines or restrictions.
- 2.2 In any case, a key contributing factor to late running of services is down to local road and traffic conditions (i.e. outside of the operators control).
- 2.3 Key factors include the relative availability of bus lanes and bus priority measures. Furthermore, the hours of operation of bus lanes, when they are most required at

<sup>2</sup> Time bands are:

	Start time	End time
Early Morning	00:00	07:29
Morning Peak	07:30	09:29
Interpeak	09:30	15:29
Evening Peak	15:30	17:59
Evening	18:00	23:59

times of congestion, do not always match conditions on the ground. The peak times of congestion have changed over time, with the afternoon peak now starting earlier (in part linked to school end times being brought forward) and congestion therefore occurring earlier before bus lanes become operable.

- 2.4 Along with hours of operation, enforcement and infringement of bus lanes also has an impact on punctuality. If members of the public continue to park and use bus lanes during their hours of operation, this invariably means the bus will have to merge with other (congested) traffic and hence lose its journey speed advantage. This is compounded by relatively low levels of available enforcement resources by local authorities.
- 2.5 In terms of real time accuracy, not all bus operators have real-time enabled vehicles. Whilst First South Yorkshire and Stagecoach Yorkshire have their fleet enabled to be tracked (typically through their ticket machines), smaller operators such as Hulley's, Cawthornes and Goodfellows are not able to provide the real time data.

SYMCA have previously put forward as part of the Bus Service Improvement Plan and Levelling Up Fund submissions proposals to provide the capital investment to allow these smaller operators to upgrade their equipment, so the entire South Yorkshire fleet is real-time enabled. This would also have the benefit of all ticket machines being able to take contactless payments and hence could be part of a wider implementation of a fare-capping initiative in the region. It would also mean that all operators are compliant with the DfT Bus Open Data Standards (BODS) which were implemented nationally in 2020.

Previous submissions have been unsuccessful, but we continue to submit proposals for the funding (through more recent LUF bidding rounds). Depending on the outcome of the latest LUF round, we may need to look at identifying local funding options where possible.

### **3. Financial and Procurement Implications and Advice**

- 3.1 There are no direct financial implications as a result of this paper, though any plans to more extensively roll out more real time units across South Yorkshire would both require capital investment to purchase the units, as well as ongoing higher revenue support to manage and maintain the devices and their associated licences.

### **4. Legal Implications and Advice**

- 4.1 There are no direct legal implications as a result of this paper.

### **5. Human Resources Implications and Advice**

- 5.1 There are no direct human resource implications as a result of this paper.

### **6. Equality and Diversity Implications and Advice**

- 6.1 There are no direct equality and diversity implications as a result of this paper, though members should recognise that for those passengers who are not digitally

literate, or do not have access to the internet or a smartphone, they rely entirely on the real time information displayed at stops to allow them to plan their journeys. It is likely that these customers are disproportionately of a higher age group, and likely to be beyond state pension retirement age.

## **7. Climate Change Implications and Advice**

7.1 There are no direct climate change implications as a result of this paper.

## **8. Information and Communication Technology Implications and Advice**

8.1 There are no direct information and technology implications as a result of this paper, though SYMCA may want to consider in due course what mix of real time information is made available to passengers through at stop displays, online information provided through the Travel South Yorkshire website, though operator-own smartphone apps or any future consolidated app which could be developed.

## **9. Communications and Marketing Implications and Advice**

9.1 There are no direct communication or marketing implications as a result of this paper, though any changes to the levels of real time service provision in future will need to be effectively communicated to customers so they understand where they can best access accurate information.

## **List of Appendices Included**

None

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