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Saturday, 30 July 2022

To: Members of the MCA - Enhanced Partnership Board 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: **Tuesday, 9 August 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**

## **Member Distribution**

Mayor Oliver Coppard (Chair)  
Councillor Chris Read  
Dawn Badminton-Capps  
Nigel Eggleton  
Matt Kitchin  
Andrew McGuinness  
Pat Beijer

South Yorkshire Mayoral Combined Authority  
Rotherham MBC  
Public Bus Users  
First Yorkshire  
Stagecoach Yorkshire  
CPT  
SYMCA Executive Team

## MCA - Enhanced Partnership Board

Tuesday, 9 August 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.	Chair's Welcome and Introductions	Chair	
2.	Minutes & actions of the previous meeting	Chair	5 - 20
3.	Progress with EP Scheme	Pat Beijer	21 - 24
4.	New EP Schemes Proposed Priorities	Pat Beijer	25 - 30
5.	Approval of Variations to EP Schemes	Pat Beijer	
6.	Forum Membership Proposal	Pat Beijer	31 - 36
7.	EP Targets Report	Tim Taylor	37 - 46
8.	Notification of matters of bus operator confidentiality for meeting records	Chair	
9.	Matters arising	Chair	

**Date of next meeting:** Tuesday, 4 October 2022 at 2.00 pm

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

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# ENHANCED PARTNERSHIP BOARD TERMS OF REFERENCE

VERSION 2.1 DATE 0707/2022

## 1. STATEMENT OF INTENT

To make the public’s experience of South Yorkshire’s bus network better.

## 2. PURPOSE

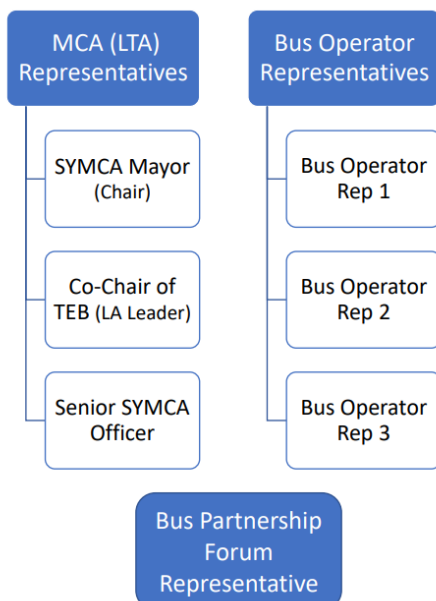
The purpose of the Enhanced Partnership Board (the ‘Board’) is to oversee the delivery of the South Yorkshire Enhanced Partnership Plan 01 April 2022 (EP Plan), the South Yorkshire Enhanced Partnership Scheme for Buses and any further enhanced partnership schemes made in accordance with the Transport Act 2000 (EP Scheme(s)).

The Mayoral Combined Authority (the ‘MCA’) is the overarching accountable body and has in place a robust Assurance Framework which outlines the governance in which any advice from the Board is formally considered. This Board advises the Transport and Environment Board (TEB) that in turn supports and advises the MCA.

## 3. MEMBERSHIP

The structure and membership of the Enhanced Partnership Board is shown in Figure 1.

Figure. 1



#### **4. RESPONSIBILITIES**

The South Yorkshire EP Scheme references the following:

*"Once the EP Scheme is made, it will be reviewed by the South Yorkshire Bus Partnership Board at least annually, in accord with the review of the EP Plan, commencing no later than on the anniversary of the scheme commencement date. SYMCA will initiate each review and it will take no longer than 6 months to complete."*

In accordance, the Board will:

- Review the work programme for delivery of all enhanced partnership schemes each year
- Provide the relevant formal governance boards with recommendations for the elements of the programme that fall within its remit
- Consider any proposed changes to the work programme suggested by the EP Development Group
- Monitor progress on delivery of enhanced partnership schemes alongside agreed targets from the EP Plan
- Publish on SYMCA's website, the six-monthly EP Plan update that outlines progress towards the agreed targets
- Act as a steering group for the annual update of the EP Plan
- Receive and consider requests for variations to the EP Scheme (such requests to be received by the MCA 14 days prior to a Board meeting)
- Develop and propose to the relevant formal governance boards, any additional Enhanced Partnership Schemes and/or variations to existing EP Schemes (all such schemes and variations to be subject to the approval of the MCA and relevant local highway authorities and to the legal processes in the Transport Act 2000)
- Receive and discuss the operator proposals for major service changes twice each year and the annual fare changes
- Set up the proposed Enhanced Partnership Forum
- Agree the Customer Charter using advice and input from the Enhanced Partnership Forum and monitor its implementation
- Develop and implement common EP branding across the South Yorkshire transport network working with the EP Development Group
- Provide review and feedback on the delivery of any further elements of the Bus Improvement Programme agreed by the MCA in January 2020 ("the 7-Point Plan")
- Where consensus cannot be reached, the Board should escalate risks that could impact on agreed budgets and delivery timescales
- Campaign for funding from Government or private section, where specific investments could support the progression of the EP Plan or the EP Targets through the development of new EP Schemes
- Review the on-going membership of Board to ensure it reflects representation across all relevant stakeholders, to meet the needs of the Board's function.

#### **5. MEETING FREQUENCY**

Meetings will typically take place every two months, with a break over the summer period in line.

On receipt of a valid request for a variation to the South Yorkshire Enhanced Partnership Scheme, the request will be presented to the next scheduled EP Board, giving at least fourteen calendar days' notice for the meeting, to consider the proposed variation.

## **6. DELEGATED AUTHORITY**

The Board is a non-constitutional body that will oversee the delivery of the work associated with the EP Plan and Scheme and any further enhanced partnership schemes made in accordance with the Transport Act 2000. Progress will be reported to the relevant accountable body.

## **7. SECRETARIAT**

The Mayoral Combined Authority Executive Team will provide the secretariat for the Board.

Papers and presentations for Board meetings will be circulated to Board members fourteen calendar days in advance of the meeting.

## **8. DECISION MAKING**

The ambition is that the Board is working on a consensus basis for decision making. However, in the event of disagreement a vote will be cast with the majority vote being the determining factor.

In the event that consensus cannot be reached for any variations to the South Yorkshire Enhanced Partnership Scheme then the bespoke operator objection mechanism process set out in the Scheme will be followed.

## **9. ATTENDANCE**

Attendance at Board meetings will be recorded. Consistent attendance is essential.

## **10. ADVISORY GROUPS**

The Board is permitted to form Task and Finish groups of key stakeholders and advisors to assist in the oversight of individual projects or packages. Any such groups are purely advisory and must submit reports to the Board.

## **11. TRANSPARENCY**

Agendas and papers for the Board will be published on the SYMCA website, in redacted form if it contains information that is commercially sensitive to private sector partners. All EP Board papers will be subject to a request under the Freedom of Information Act and/or the Environmental Information Regulations.

## **12. MEETING RECORD**

Draft minutes will be issued to members within ten days of the Board meeting taking place.

The final meeting record (approved minutes) will be shared with Board members fourteen calendar days prior to the subsequent Board meeting.

## **13. AMENDMENTS TO TERMS OF REFERENCE**

These Terms of Reference will be reviewed annually. Any changes will be approved by Transport and Environment Board (TEB) or any other relevant formal governance boards.

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# ENHANCED PARTNERSHIP FORUM DRAFT TERMS OF REFERENCE

VERSION 2.0 DATE 07/07/2022

## 1. STATEMENT OF INTENT

To be the conscience of the travelling public of South Yorkshire; supporting the Enhanced Partnership Board in its remit to making the public's experience of South Yorkshire's bus network better, by reflecting the travelling public's wider needs in the Enhanced Partnership Board's considerations.

## 2. PURPOSE

The purpose of the Enhanced Partnership (EP) Forum is to support EP Board by ensuring the travelling public and stakeholder views are taken into account as part of any decisions agreed by the EP Board.

The EP Forum advises the EP Board of any emerging areas of concern from a travelling public perspective and may request the EP Board to commission activity to further examine issues to identify potential service improvements.

## 3. MEMBERSHIP

Chair: Bus Users UK/Transport Focus Senior Representative

Members of the Forum:

- Member of Partnership Board (Chair)
- Business Representative
- Disabled Representative
- Young Persons' Representative
- Schools representative
- Academic representative
- Trade Union Representative
- Current and Potential Passenger Representatives
- Current and Potential Passenger Representatives
- Current and Potential Passenger Representatives
- Current and Potential Passenger Representatives
- Peak District National Park
- Derbyshire County Council or Chesterfield District Council
- Nottinghamshire County Council
- West Yorkshire Combined Authority
- Community Officers
- Community Officers
- Community Officers

Community Officers  
Non users  
Non users  
Non users  
Health sector  
Bus Operator  
Bus Operator  
Bus Operator  
Senior MCA Officer  
Pensioners

#### **4. RESPONSIBILITIES**

The EP Forum shall cover the following areas of work:

- Review of progress on the annual work programme of the Partnership
- Inform content and activity as part of the annual update of the BSIP from a passenger perspective
- Support the delivery of any further elements of the Bus Improvement Programme agreed by the MCA in January 2020 (“the 7-Point Plan”)
- Include stakeholder views when developing new, or amending existing, Enhanced Partnership Schemes.
- Identify potential new opportunities for service improvement aligned to the Enhanced Partnership (either for inclusion in a future scheme or amendment to the existing)
- Provide the chair with items of escalation to be taken and considered by the EP Board.

#### **5. MEETING FREQUENCY**

Meetings will take place every two months, in between EP Board meetings, ideally within sufficient time to take proposals and comments to the EP Board in a timely manner.

In turn, the supporting groups to the EP Forum (the South Yorkshire Regional Transport User Groups and Transport Youth User Group) should meet in the preceding weeks to the EP Forum to ensure their items of note can be suitable escalated as required.

#### **6. SECRETARIAT**

The Mayoral Combined Authority Executive Team will provide the secretariat for the EP Forum.

Papers and presentations for EP Forum meetings will be circulated to Forum members seven calendar days in advance of the meeting.

The EP Forum shall have access to the same reporting format and structure as that of the EP Board, noting that the timeliness of data may differ (in reporting periods) to that of the EP Board.

#### **7. NOT IN SCOPE (DECISION MAKING)**

The EP Forum does not have the following responsibilities:

- Decision-making powers over specific amendments to the existing EP scheme, approval of scheme variations or the creation of a new scheme
- Financial approvals at any level of expenditure

## **8. MEETING RECORD**

Draft minutes will be issued to members within ten calendar days of the Forum meeting taking place.

The final meeting record (approved minutes) will be shared with Forum members five calendar days prior to the subsequent Operating Group meeting.

## **9. AMENDMENTS TO TERMS OF REFERENCE**

These Terms of Reference will be reviewed annually. Any changes will be approved by Transport and Environment Board (TEB) or any other relevant formal governance boards.

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## Enhanced Partnership Board

### 9 August 2022

### Item 3 – EP Scheme Progress Report

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#### **Executive Summary**

The South Yorkshire Enhanced Partnership Plan and Scheme was approved by the Mayoral Combined Authority in March 2022 and commenced on 1 April 2022. The Board agreed to allow a variation of the Enhanced Partnership Scheme in June 2022, driven by further information about funding and delivery of some of the components of the Enhanced Partnership Scheme.

This paper summarises the progress made in delivering the components of the Scheme, upcoming milestones, risks and issues and any actions to be considered by the Board.

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

The Strategic Economic Plan and the Mayor's Transport Strategy both underline the importance of the bus network to businesses, residents and visitors in South Yorkshire, whilst the independent Bus Review commissioned by the Mayor indicated a number of issues with the current network. The recently completed Bus Service Improvement Plan includes a range of short-, medium- and long-term actions aimed at supporting the recovery from the COVID-19 pandemic and providing the bus network that South Yorkshire needs to achieve its aims for a stronger, fairer and greener region. The Enhanced Partnership Plan and Scheme is a means of delivering the short-term actions within the Bus Service Improvement Plan

#### **Recommendations**

It is recommended that the Board notes the contents of this paper in relation to progress with the Enhanced Partnership Scheme and provides support where this is required.

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

None

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#### **1. Background**

- 1.1 The South Yorkshire Enhanced Partnership Plan (EPP) and Scheme (EPS) was approved by the Mayoral Combined Authority in March 2022 and commenced on 1 April 2022. Effective and timely delivery of the components of the EPS, and any

interventions included in other EPSs that may be agreed, is critical to the achievement of the objectives of the EPP.

- 1.2 Within the EPS there is a mechanism for a variation to it, and in June 2022 the Board agreed to approve a small number of variations, driven by further information about funding and delivery of some of the components of the EPS.
- 1.3 As part of the regular reporting cycle to the Enhanced Partnership Board, the EP Development Group receives and discusses a regular EPS Programme Monitoring Report. This paper summarises the key issues arising and any actions to be considered by the Board.
- 1.4 It should be noted that the activity discussed in this paper does not represent the totality of the activity underway across South Yorkshire by all partners to improve bus services. The EP Development Group is keen that the Board is sighted on these other activities in addition to the progress with the EPS that the Board is obliged to monitor under the Enhanced Partnership. The EP Development Group will bring forward proposals for how this can be communicated to the Board at a future meeting.

## **2. Summary of Key Changes in EPS Delivery**

- 2.1 *A61 bus priority road widening scheme* – FBC approved for one of the phases to be delivered. Expected delivery date now pushed back by 6 months to 31/03/2024 in accordance with the agreed Scheme Variation approved in June 2022. There is a funding shortfall to deliver both phases, with the Project Manager exploring alternative options.

*A630 bus scheme with traffic signal technology* – FBC approved at Assurance Panel but expected delivery date now 30/04/2023 in accordance with the agreed Scheme Variation approved in June 2022.

*New iPort bridge* – Scheme has been back through the assurance process with a revised FBC presented to the MCA meeting on 25 July. Expected delivery date now 31/03/2024 in accordance with the agreed Scheme Variation approved in June 2022.

*Introduction of pilot DRT service in at least one area* – A LUF2 bid has been prepared to fund this scheme component. Submission was originally planned for 6 July but this has been pushed back due to issues with the online DLUHC portal. New submission deadline still to be confirmed.

*Procurement of up to 27 electric buses and provision of charging infrastructure at interchanges, on-street and at depots* – A FBC was presented to the MCA meeting on 25 July to allow release of match funding. ZEBRA funding was allocated by DfT to South Yorkshire in March 2022 to enable delivery of scheme. The delivery date of 31/03/2024 was agreed as part of the Scheme Variation approved in June 2022.

*Upgrade part of SY community transport fleet to electric vehicles, with charging facilities at selected depots* – A FBC was presented to the MCA meeting on 25 July. The delivery date of 30/12/23 was agreed as part of the Scheme Variation approved in June 2022.

*Electric bus trial in Doncaster* – The delivery date is now 31/03/24 as agreed as part of the Scheme Variation approved in June 2022.

### **3. Key Milestones Achieved during Last 2 Months**

- 3.1 Initial proposals for an EP Forum were discussed by the Board in June 2022 and further work has been undertaken to identify suitable individuals and organisations to be invited onto the Forum.

### **4. Key Milestones Planned for Next 2 Months**

- 4.1 *Implement an agreed new Customer Charter to apply across the whole network* – the EP Forum will be tasked with taking the work done to date on a Customer Charter and providing a draft for the Board to consider.

*Review existing Voluntary Partnership Agreements and retain or enhance operational requirements* – Operators are to review existing VPAs, undertake 'gap' analysis of any standards/requirements not covered in the current EPS and to review proposals arising from 'gap' analysis of existing standards.

*Review the removal of single operator products in most localised areas* – Operators to undertake this review individually and report back to the EP Development Group taking account of any proposed government fare initiatives.

*Review premium levels on multi operator ticket products* – Operators to undertake review individually and report back to the EP Development Group.

*Prices rises limited to once a year* – EP Development Group to agree an appropriate date.

*Service changes to be limited to twice per year* – EP Development Group to agree appropriate dates.

### **5. Key Risks/Issues**

- 5.1 Key risks at this point are considered to be:
- Project assurance requirements/timescales and funding shortfalls delay the delivery of projects and therefore the delivery of the EP objectives
  - Engagement of all parties/groups is insufficient to make the necessary progress to meet the proposed delivery dates
  - 'Tap and cap' ticketing system requires a technological solution to be that would encompass all operators – more detail required on timescales and preferred solution is required.

### **6. Action(s) Required from Enhanced Partnership Board**

- 6.1 No matters to flag at present.

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

7.1 None as a result of this paper.

## **8. Legal Implications and Advice**

8.1 None as a result of this paper.

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

9.1 None as a result of this paper.

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

10.1 The EPP sets out the region's plans for improving accessibility across the bus network and on board our services and the EPS is the means by which these improvements will start to be delivered.

10.2 Under section 149 of the Equality Act 2010, in agreeing any actions relating to the EPP and the EPS, the Board should have due regard to the need to:

- i. Eliminate discrimination, harassment and victimisation;
- ii. Advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
- iii. foster good relations between those who share a protected characteristic and persons who do not share it.

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

11.1 The EPP sets out the scale of change required to meet the region's net zero targets by 2035. At present the region does not have any zero emission buses and the EPP identifies the trajectory, costs and initial projects that could begin the transition from diesel to alternative fuels – some of these initial projects are included in the EPS.

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

12.1 None as a result of this paper.

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

13.1 None as a result of this paper.

**List of Appendices Included** - None  
**Background Papers** - None



## ENHANCED PARTNERSHIP BOARD

### 9 August 2022

### Item 4 – New EP Schemes Proposed Priorities

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#### **Executive Summary**

The South Yorkshire Enhanced Partnership Plan and Scheme was approved by the Mayoral Combined Authority in March 2022 and commenced on 1 April 2022. Based on Government guidance at the time, the current Enhanced Partnership Scheme includes only elements for which funding was already known and committed at the time of its initial preparation (November 2021).

Once more information was available on future central and devolved funding for bus improvements, the intention was to develop further Enhanced Partnership Schemes.

This paper summarises the start of this process for early input from the Board.

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

The Strategic Economic Plan and the Mayor's Transport Strategy both underline the importance of the bus network to businesses, residents and visitors in South Yorkshire, whilst the independent Bus Review commissioned by the Mayor indicated a number of issues with the current network. The recently completed Initial Bus Service Improvement Plan includes a range of short-, medium- and long-term actions aimed at supporting the recovery from the COVID-19 pandemic and providing the bus network that South Yorkshire needs to achieve its aims for a stronger, fairer and greener region. The Enhanced Partnership Plan and Scheme is a means of delivering the short-term actions within the Bus Service Improvement Plan

#### **Recommendations**

It is recommended that the Board notes the contents of this paper and provides a steer as to what activities it would prefer to see in future Enhanced Partnership Schemes.

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

None

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## 1. Background

- 1.1 The South Yorkshire Enhanced Partnership Plan (EPP) and Scheme (EPS) was approved by the Mayoral Combined Authority in March 2022 and commenced on 1 April 2022. Based on Government guidance at the time, the current Enhanced Partnership Scheme includes only elements for which funding was already known and committed at the time of its initial preparation (November 2021).
- 1.2 Once more information was available on future central and devolved funding for bus improvements, the intention was to develop further EPSs. These may be on a route/service basis (where bus priority infrastructure is planned), on a geographic basis (in one of the operating areas), or on a thematic basis (zero emission vehicles or ticketing), or a combination of these.
- 1.3 Through the EP Development Group, work has started to understand what activities and interventions could be included in future EPSs, using devolved funding (City Regional Sustainable Transport Settlement (CRSTS)) and informed by the outcomes of the 7-Point Plan work commissioned by the MCA. The EP Development Group receives and discusses a regular EPS Programme Monitoring Report. This paper summarises the work done to date for discussion by the Board.

## 2. Identifying Priority Activities for Further EPSs

- 2.1 The Bus Service Improvement Plan (BSIP) contained 40 prioritised activities that were considered necessary to deliver the improvements to the bus service that all partners wish to see. These are set against four broad ambitions:
  - A cap on daily and weekly fares and free travel for under 18s, plus access to cashless ticketing to create an easy to use system
  - A faster, more reliable, and punctual system helped by significant bus priority measures
  - A better bus experience from shelters to information, backed by a new customer charter
  - A new zero emission bus fleet and on-demand bus service.
- 2.2 Out of the 40 activities, 7 are already included in the current EPS and so are assumed to be committed, and 6 are in development with funding being sought through the Levelling Up Fund. This leaves 27 activities that could form part of future EPSs (see **Appendix A** for full list of activities).
- 2.3 At its last meeting, the EP Development Group undertook an exercise to prioritise the remaining activities to determine which are most likely to be effective in achieving the EPP targets and objectives, primarily through the CRSTS funding allocated to “BSIP Improvements” within the programme. Each attendee was asked to review the remaining BSIP priority activities and select their top five.
- 2.4 This process resulted in six BSIP activities gaining a clear preference for future EPSs:
  - 2 – Pinch-point junction improvements at identified locations of greatest delay
  - 4 – Develop a pipeline of bus priority improvements across the key route network

- 9 – Ensure that ticket prices are more competitive with other modes and parking charges in urban centres
- 27 – Develop a consistent offer for under 21s and additional concessions/discounts for target segments
- 6 – “Turn up and go” frequencies on major corridors with additional services at evenings and weekends
- 13 – Implement a consistent standard across whole journey experience and all operators

In essence, the EP Development Group indicated a clear preference to prioritise bus priority measures and pricing with any future allocation of funding and EPSs.

### **3. Action(s) Required from Enhanced Partnership Board**

- 3.1 Before proceeding with any detailed development of future funded activity, the EP Development Group wished to seek the early input from the Board on the identified priorities and whether there are any priorities within the four activities.

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

- 4.1 None as a result of this paper.

### **5. Legal Implications and Advice**

- 5.1 None as a result of this paper.

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

- 6.1 None as a result of this paper.

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

- 7.1 The EPP sets out the region’s plans for improving accessibility across the bus network and on board our services and the EPS is the means by which these improvements will start to be delivered.
- 7.2 Under section 149 of the Equality Act 2010, in agreeing any actions relating to the EPP and the EPS, the Board should have due regard to the need to:
  - i. Eliminate discrimination, harassment and victimisation;
  - ii. Advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
  - iii. foster good relations between those who share a protected characteristic and persons who do not share it.

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

- 8.1 The EPP sets out the scale of change required to meet the region’s net zero targets by 2035. At present the region does not have any zero emission buses and the EPP identifies the trajectory, costs and initial projects that could begin the transition from diesel to alternative fuels – some of these initial projects are included in the EPS.

**9. Information and Communication Technology Implications and Advice**

9.1 None as a result of this paper.

**10. Communications and Marketing Implications and Advice**

10.1 None as a result of this paper.

**List of Appendices Included**

**Appendix A – Bus Priority Activities: Status**

**Background Papers**

None



## BSIP PRIORITY ACTIVITIES - STATUS

Ref	BSIP Prioritised Activities	Activities committed in Enhanced Partnership Scheme	Activities Under Development	Activities for Prioritisation
1	11 - More effective data use and improved data sharing between authorities and operators	✓		
2	14 - New Customer Charter to reflect new quality standards and a consistently high level of service	✓		
3	19 - Major service changes to be limited to twice per year.	✓		
4	20 - Wider passenger representation	✓		
5	25 - Price rises limited to once a year	✓		
6	30 - Implement consistent use of 'South Yorkshire' brand across the network	✓		
7	32 - Enable one single source of information to plan journeys	✓		
8	1 - Standardise and extend hours of operation of existing bus lanes.		✓	
9	5 - Review and strengthen access to the bus system and explore new types of DRT bus services away from the core routes.		✓	
10	12 - Network-wide traffic management and bus detection.		✓	
11	15 - Establish on-street standards to include bus stops		✓	
12	36 - Consider new types of service as part of review of tendered services, using electric vehicles		✓	
13	37 - Fleet replacement and retrofitting to achieve a net zero fleet		✓	
14	2 - Improve pinch-point junctions at identified locations of greatest delay.			✓
15	3 - Major junction improvements on the KRN to include bus priority measures as a core design requirement			✓
16	4 - Develop a pipeline of bus priority improvements across the KRN			✓
17	6 - "Turn up and go" frequencies across the KRN with additional services at evenings and weekends.			✓
18	7 - Secure additional vehicles to operate additional mileage/uplifted frequencies/extended hours of service.			✓
19	8 - Make best use of existing assets			✓
20	9 - Ensure that ticket prices are more competitive with other modes and parking charges in urban centres			✓
21	10 - Ensure planning policies encourage bus use, particularly for new developments			✓
22	13 - Implement a consistent standard across whole journey experience and all operators			✓
23	16 - Agreed operator standards on fleet quality, presentation and cleanliness			✓
24	17 - Ensure staff are well trained and motivated to offer top customer service			✓
25	18 - Renew safety and security efforts across the network to promote a feeling of personal safety			✓
26	21 - Develop a common complaints procedure			✓
27	22 - Booked assistance system and availability/resource at bus interchanges and interchange hubs			✓
28	23 - Develop interchange cleanliness standards			✓
29	24 - Introduce a last bus promise and consider refund dissatisfaction guarantee			✓
30	26 - Review the removal of some single operator products			✓
31	27 - Develop a consistent offer for under 21s, free travel for under 18's and additional concessions/discounts for target segments			✓
32	28 - Develop day and week price capping to guarantee best value			✓
33	29 - Employer engagement and ticket discounts offered to incentive bus use			✓
34	31 - Increase the availability of off-bus retail outlets			✓
35	33 - Develop simple high frequency networks that enable easy integration with other modes			✓
36	34 - Roll out additional AV equipment on vehicles to improve consistency of information			✓
37	35 - Ensure active travel proposals provide good links to key interchanges and public transport hubs			✓
38	38 - Review bus park and ride locations and systematically improve the offer			✓
39	39 - Ensure new and amended infrastructure takes account of urban realm to promote a better street environment			✓
40	40 - Positively change attitudes towards the bus and lead by example			✓

**Summary: Out of 40 BSIP Activities**

- 7 activities are EP schemes already committed
- 6 activities are in Development with funding
- with remaining 27 activities that Development Group were asked to prioritise

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## Enhanced Partnership Board

### 9 August 2022

### Item 6 – Forum Membership Proposal

#### Executive Summary

The MCA Board met on 21 March 2022 and agreed that as part of the Enhanced Partnership (EP) arrangements to be implemented from 1 April 2022, an EP Forum would be set up to provide customer representation.

Membership of the EP Forum was considered at the first EP Board meeting of 21 June 2022 and the Board determined that Forum membership should be broadened to ensure the wider SY community would be represented.

This has resulted in a list of 28 representatives (Appendix A) to make up the Forum, which has to be established no later than 30 September 2022.

This paper asks for the Board to approve the Forum membership as set out in Appendix A.

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

This approach to determining the membership of the EP Forum will ensure that South Yorkshire's wider community will be able to have an active and real influence in improving the experience of South Yorkshire's bus services through the Enhanced Partnership, driving forward improvements in bus services that meet the diverse needs of South Yorkshire's community.

#### Recommendations

It is recommended that the Board **approves** the EP Forum membership representation as set out in Appendix A and for the EP Forum to meet as soon as practicable upon approval.

The Board is also invited to **consider** the proposed thematic meetings as discussed in Section 2 of this paper and set out in Appendix B.

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

Mayoral Combined Authority Board	21 March 2022
Enhanced Partnership Board	21 June 2022

## **1. Background**

- 1.1 As part of the establishment of the bus Enhanced Partnership (EP) on 1 April 2022, it was agreed by the MCA that an EP Forum would be established to ensure customers will be strongly represented in the work of the Enhanced Partnership Board; to improve the experience of bus services for the travelling public of South Yorkshire.
- 1.2 The EP Board on 21 June 2022 agreed that the EP Forum should not only represent existing bus customers, but also represent the wider community (the travelling public), the health sector and the business community. This to help ensure that in driving forward improvements to bus services and the ambitions set out in the EP Plan, the wider community needs are fully represented.
- 1.3 This has resulted in a list of 28 proposed representatives (Appendix A) to make up the EP Forum, which has to be established no later than 30 September 2022 in line with the EP Scheme agreed by the Board.
- 1.4 One of the first tasks of the EP Forum is to develop the Customer Charter.
- 1.5 The EP Forum is to meet every two months.

## **2. Key Issues**

- 2.1 There is a risk that the high number of representatives (28 members) make the volume of attendees at EP Forum meetings too large for the meeting to function effectively.
- 2.2 The EP Board could give consideration to split the Forum meetings out into three thematic areas, which would mean that each specific thematic Forum meeting meets every six months. There will be a group of core members that would be present at each of the Forum meetings,
- 2.3 Having considered the organisations and groups represented on the EP Forum, possible meeting themes are (number of attendees shown in brackets):
  - The Travelling Public (15)
  - Business, Health & Education (10)
  - Our Community (12)
- 2.4 The EP Board is asked to consider the suggested themes of the meetings and any changes.

## **3. Options Considered and Recommended Proposal**

### **3.1 Option 1**

The EP Board approves the EP Forum membership set out in Appendix A, which will mean that the first EP Forum meeting(s) can be arranged as soon as practicable following this Board meeting.

### **3.4 Option 1 Risks and Mitigations**

The high volume of representatives and attendees (28 attendees) might make a single EP Forum meeting ineffective. Section 2 proposes an option to hold thematic EP Forum meetings to form smaller groups.

### 3.5 **Option 2**

The EP Board does not approve the EP Forum membership set out in Appendix A.

### 3.8 **Option 2 Risks and Mitigations**

This could mean that the first EP Forum meeting cannot be called in time for the EP Scheme deadline of 30 September 2022, resulting in a formal Variation to the EP Scheme being necessary. This could be mitigated by the EP Board agreeing the final list in correspondence after the Board meeting.

### 3.13 **Recommended Option**

Option 1

## 4. **Consultation on Proposal**

4.1 There is no requirement to specifically consult on this paper. Public consultation of the EP Plan and EP Scheme, which includes the requirement to establish an EP Forum, was held in early 2022 and concluded in February 2022.

## 5. **Timetable and Accountability for Implementing this Decision**

5.1 The EP Forum has to meet by 30 September 2022 in line with the EP Scheme timetable agreed.

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

6.1 N/A

## 7. **Legal Implications and Advice**

7.1 If the EP Forum cannot be established by 30 September 2022, this will result in a Variation to the EP Scheme. This has to follow the formal process of the EP Board being notified at least 14 days in advance of the EP Scheme Variation to be considered and approved at the next EP Board meeting (4 October 2022).

### **List of Appendices Included**

- A EP Forum Membership
- B EP Forum Proposed Thematic Meetings

## Appendix A: EP Forum Membership (for approval)

<b>EP Forum</b>		
	<b>Representing</b>	<b>Organisation</b>
1	Member of Partnership Board (Chair)	Bus Users UK
2	Business Representative	Chamber of Commerce
3	Disabled Representative	Transport 4 All
4	Young Persons' Representative	Regional Youth Parliament
5	Schools representative	Headteacher's Forum
6	Academic representative	University of Sheffield
7	Trade Union Representative	Unison, also representing health sector
8	Current and Potential Passenger Representatives	Barnsley User Group Chair
9	Current and Potential Passenger Representatives	Doncaster User Group Chair
10	Current and Potential Passenger Representatives	Rotherham User Group Chair
11	Current and Potential Passenger Representatives	Sheffield User Group Chair
12	Peak District National Park	
13	Derbyshire County Council or Chesterfield District Council	
14	Nottinghamshire County Council	
15	West Yorkshire Combined Authority	
16	Community Officers	Barnsley
17	Community Officers	Doncaster
18	Community Officers	Rotherham
19	Community Officers	Sheffield
20	Non users	Cycling
21	Non users	Car user
22	Non users	Rail user
23	Health sector	Patient carers
24	Bus Operator	First Yorkshire
25	Bus Operator	Stagecoach Yorkshire
26	Bus Operator	Smaller operator
27	Senior MCA Officer	SYMCA
28	Pensioners	Age UK

## Appendix B: EP Forum Proposed Thematic Meetings (for discussion)

EP Forum <i>Representing</i>	Thematic attendees		
	The Travelling Public	Business, Health & Education	Community
1 Member of Partnership Board (Chair)	Y	Y	Y
2 Business Representative		Y	
3 Disabled Representative	Y		
4 Young Persons' Representative	Y		
5 Schools' representative		Y	
6 Academic representative		Y	
7 Trade Union Representative		Y	
8 Current and Potential Passenger Representatives	Y		
9 Current and Potential Passenger Representatives	Y		
10 Current and Potential Passenger Representatives	Y		
11 Current and Potential Passenger Representatives	Y		
12 Peak District National Park			Y
13 Derbyshire County Council or Chesterfield District Council			Y
14 Nottinghamshire County Council			Y
15 West Yorkshire Combined Authority			Y
16 Community Officers Barnsley			Y
17 Community Officers Doncaster			Y
18 Community Officers Rotherham			Y
19 Community Officers Sheffield	Y		
20 Non users – Cycle	Y		
21 Non users - Car	Y		
22 Non users – Rail	Y		
23 Health sector		Y	
24 Bus Operator – First Yorkshire	Y	Y	Y
25 Bus Operator – Stagecoach Yorkshire	Y	Y	Y
26 Bus Operator – Smaller Operator	Y	Y	Y
27 Senior MCA Officer	Y	Y	Y
28 Pensioners			Y
	<b>15</b>	<b>10</b>	<b>13</b>

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## ENHANCED PARTNERSHIP BOARD

### 9 August 2022

### Item 7 – Enhanced Partnership Targets Report

#### Executive Summary

The Enhanced Partnership Plan suggested targets for 2024/5 as follows:

- 77 million passenger journeys per annum
- 99.5% reliability
- 4% reduction in journey times on corridors where interventions are planned
- 92% average passenger satisfaction.

In addition, the suggested monitoring programme also includes the following indicators:

- Punctuality
- The proportion of the bus fleet that is zero emission (starting from a baseline of 0%)
- A value for money tracker of the average daily and weekly fare across South Yorkshire.

As part of the regular reporting cycle to this Board, a dashboard showing progress against these targets and indicators has been prepared. This paper summarises the key issues arising and any actions to be considered by the Board.

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

The Strategic Economic Plan and the Mayor's Transport Strategy both underline the importance of the bus network to businesses, residents and visitors in South Yorkshire, whilst the independent Bus Review commissioned by the Mayor indicated a number of issues with the current network.

The recently completed Bus Service Improvement Plan includes a range of short-, medium- and long-term actions aimed at supporting the recovery from the COVID-19 pandemic and providing the bus network that South Yorkshire needs to achieve its aims for a stronger, fairer and greener region. The Enhanced Partnership Plan and Scheme is a means of delivering the short-term actions within the Bus Service Improvement Plan.

#### Recommendations

It is recommended that the Board

1. Notes the contents of this paper in relation to the delivery of the Enhanced Partnership targets and indicators

2. Provides feedback on the format and approach to the Dashboard
3. Notes any expectations on Board members to provide support and decision making where their contribution is required to deliver the targets agreed.

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

None

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### **1. Background**

1.1 The South Yorkshire Enhanced Partnership Plan (EPP) and Scheme (EPS) was approved by the Mayoral Combined Authority in March 2022 and commenced on 1 April 2022. The EPP included agreed targets for 2024/5 as follows:

- 4% reduction in journey times on corridors where interventions are planned
- 99.5% reliability
- 77 million passenger journeys per annum
- 92% average passenger satisfaction.

1.2 The EPP also suggested a value in tracking a number of other indicators for the South Yorkshire bus network that were seen to be important from the work commissioned by the MCA in response to the Bus Review. These were:

- Punctuality
- The proportion of the bus fleet that is zero emission (starting from a baseline of 0%)
- A value for money tracker of the average daily and weekly bus fare across South Yorkshire.

1.3 As part of the regular reporting cycle to this Board, a dashboard showing progress against these targets and indicators is attached at Appendix A. This paper summarises the key issues arising and any actions to be considered by the Board.

1.4 Board are also asked to comment on the presentational aspects and ease of interpretation of the Dashboard in Appendix A.

### **2. Key Issues**

#### **2.1 Passenger Numbers**

Annual passenger numbers are currently 55 million, compared to the target of 77 million per annum – this target was set based on an imperative to try to return to pre-COVID trend levels of patronage within two years, followed by a 4% increase in patronage over the following two years. The current figures equate to 71% of the target, a gap of 22 million journeys.

The passenger numbers reflect the national trends in lower demand for bus travel since the COVID-19 pandemic and a ‘flattening’ of the immediate recovery due to amended working patterns.

The Board may wish to consider the introduction of early measures through the Enhanced Partnership to accelerate recovery of patronage in the first years to meet the target of returning passenger numbers to pre-COVID trend levels.

## 2.2 Reliability

The percentage of services operated is currently 95.9% compared to a target of 99.5% - this represents a gap of 3.6%. The gap is the smallest in Doncaster (2.2%) and the largest in Barnsley (6.3%).

It is understood that driver shortages continue to have an adverse impact on this target and so the Operations Group may wish to discuss what measures are being put in place to address these shortages and improve reliability.

## 2.3 Journey Times

The 4% target is applicable to a range of corridors which have frequent bus services where bus priority measures were to be targeted through either the current EPS or through future interventions. As the interventions in the EPS are not yet complete, there is no progress reporting available on this measure at this time. Measures will be introduced as these schemes progress.

Achieving journey time reductions and the target of on time journeys will rely on the delivery of bus priority measures and improvements to bus boarding/stopping times on targeted services. This will be an important consideration for the Board when examining any future EP Schemes.

## 2.4 Passenger Satisfaction

This metric seeks to track a continuous improvement in bus services on a similar trajectory, and to a similar level, to those comparative metropolitan areas.

At this time, it is proposed to use the annual Transport Focus survey as a means of providing the relevant data. In the last survey (2019/20), passenger satisfaction was 89% compared to a target of 92%.

It is expected that as the EPS and any other interventions are implemented passenger satisfaction will rise and this target will be met. Targeting those interventions that are having the greatest effect on passenger satisfaction must underpin the approach to this target, and this is something that the Board should consider when examining any future EPSs

## 2.5 Other Indicators

No targets have yet been set for the other three indicators – this will be done by the Operating Group by the end of 2022, along with confirmation of the corridors and services to be used for the Journey Time. In particular, the EP Operating Group will be reviewing the most effective way of monitoring value for money, but any initial views of the Board on how to do this would be welcomed.

## 3. **Key Risks/Issues**

- 3.1 At present, both the Passenger Numbers and Reliability metrics are falling behind target.

## 4. **Action(s) Required from Enhanced Partnership Board**

4.1 It is recommended that the Board discuss short terms actions to address these issues and provide views on the types of interventions by Board member organisations which could contribute to improving or achieving the desired targets.

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

5.1 None as a result of this paper.

## **6. Legal Implications and Advice**

6.1 None as a result of this paper

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

7.1 None as a result of this paper.

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

8.1 The EPP sets out the region's plans for improving accessibility across the bus network and on board our services and the EPS is the means by which these improvements will start to be delivered.

8.2 Under section 149 of the Equality Act 2010, in agreeing any actions relating to the EPP and the EPS, the Board should have due regard to the need to:

- i. Eliminate discrimination, harassment and victimisation;
- ii. Advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
- iii. foster good relations between those who share a protected characteristic and persons who do not share it.

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

9.1 The EPP sets out the scale of change required to meet the region's net zero targets by 2035. At present the region does not have any zero emission buses and the EPP identifies the trajectory, costs and initial projects that could begin the transition from diesel to alternative fuels – some of these initial projects are included in the EPS.

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

11.1 None as a consequence of this paper

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

12.1 None as a consequence of this paper

## **List of Appendices Included**

A SYBSIP Dashboard (July 2022)

## **Background Papers**

None



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# SY Summary

## SYBIP UPDATE: JULY 2022

### JOURNEYS (MILLIONS)

Latest 12 Months (Year to 28th May 2022)

ACTUAL	TARGET	% COMPARED TO TARGET
56	77	72%

JOURNEYS GAP/SURPLUS: **-21**

Data Source: Operator Supplied Data

### JOURNEYS (MILLION)

#### TOTAL SOUTH YORKSHIRE JOURNEYS

Data Source: Operator Supplied Data

### COMMENTS

Comparison to 2024/5 Targets

- Total journeys 56m: **21m** short of target
- Reliability 96%: **4%** short of target
- Punctuality 82%: no target set
- Passenger satisfaction in 2019 at 89%: **3%** short of target

Journey times -awaiting list of routes/corridors to include

## OPERATIONAL PERFORMANCE

### PUNCTUALITY

Latest 12 Months (July 2021 to June 2022)

ACTUAL	TARGET	DIFFERENCE
AVERAGE EXCESS WAITING TIME* 0.9		

ACTUAL	TARGET	DIFFERENCE
PERCENTAGE ON TIME 81.7%	95.0%	-13.3%

NOT CONFIRMED

Data Source: Real Time Data \* Average dwell time (decimal seconds)

### RELIABILITY

Latest 12 Months (May 2021 to April 2022)

ACTUAL	TARGET	DIFFERENCE
PERCENTAGE OPERATED 95.9%	99.5%	-3.6%

### ROUTE JOURNEY TIMES

Awaiting feedback on routes/corridors to include

## FLEET COMPOSITION, VALUE FOR MONEY, PASSENGER SATISFACTION

### FLEET COMPOSITION

As at January 2022

ACTUAL	TARGET	DIFFERENCE
PROPORTION ZERO EMISSION 0.0%		
PROPORTION EURO V STANDARD OR OLDER 51.9%		

Data Source: Operator Supplied Data

### VALUE FOR MONEY

As at May 2022

ACTUAL	TARGET	DIFFERENCE
AVERAGE FARE SY 1 DAY £4.76		
AVERAGE FARE SY 7 DAY £16.75		

Data Source: South Yorkshire Tickets (First, Stagecoach, TML, Arriva & Travelmaster)

### PASSENGER SATISFACTION

Autumn 2019\*


ACTUAL	TARGET	DIFFERENCE
PERCENTAGE SATISFIED WITH BUS SERVICE OVERALL 89%	92%	-3%

Data Source: Transport Focus \*Surveys not taken place since 2019 (Covid-19)

# By LA Summary


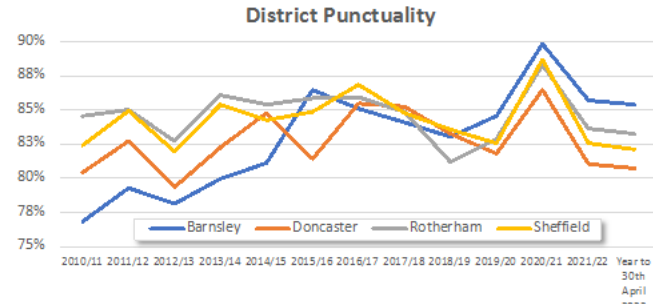
## SYBIP UPDATE: JULY 2022

### JOURNEYS (MILLION): YEAR TO 28TH MAY 2022

SOUTH YORKSHIRE	DISTRICTS			CUSTOMER GROUP			
	ACTUAL	TARGET	% COMPARED TO TARGET		ACTUAL	TARGET	% COMPARED TO TARGET
 <p><b>ALL</b></p> <p><b>ACTUAL</b> 56    <b>TARGET</b> 77    <b>% COMPARED TO TARGET</b> 72%</p> <p><b>JOURNEYS GAP/SURPLUS</b> -21</p>	<b>BARNLEY</b>	7.4		<b>FARE PAYERS</b>	30.8		
	<b>DONCASTER</b>	10.6		<b>ENCTS</b>	12.8		
	<b>ROTHERHAM</b>	7.0		<b>CHILD</b>	12.0		
	<b>SHEFFIELD</b>	30.5					


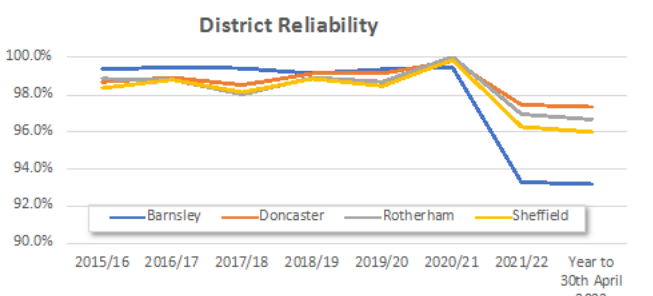
Data Source: Operator Supplied Data

### OPERATIONAL PERFORMANCE: PUNCTUALITY (JULY 2021 TO JUNE 2022)

SOUTH YORKSHIRE	DISTRICTS			District Punctuality	
	ACTUAL	TARGET	DIFFERENCE		
 <p><b>PERCENTAGE ON TIME</b></p> <p><b>ACTUAL</b> 81.7%    <b>TARGET</b> 95.0%    <b>DIFFERENCE</b> -13.3%</p> <p style="font-size: x-small;">NOT CONFIRMED</p>	<b>BARNLEY</b>	84.7%	95.0%	-10.3%	
	<b>DONCASTER</b>	80.0%	95.0%	-15.0%	
	<b>ROTHERHAM</b>	82.4%	95.0%	-12.6%	
	<b>SHEFFIELD</b>	81.0%	95.0%	-14.0%	

Data Source: Real Time Data

### OPERATIONAL PERFORMANCE: RELIABILITY (MAY 2021 TO APRIL 2022)

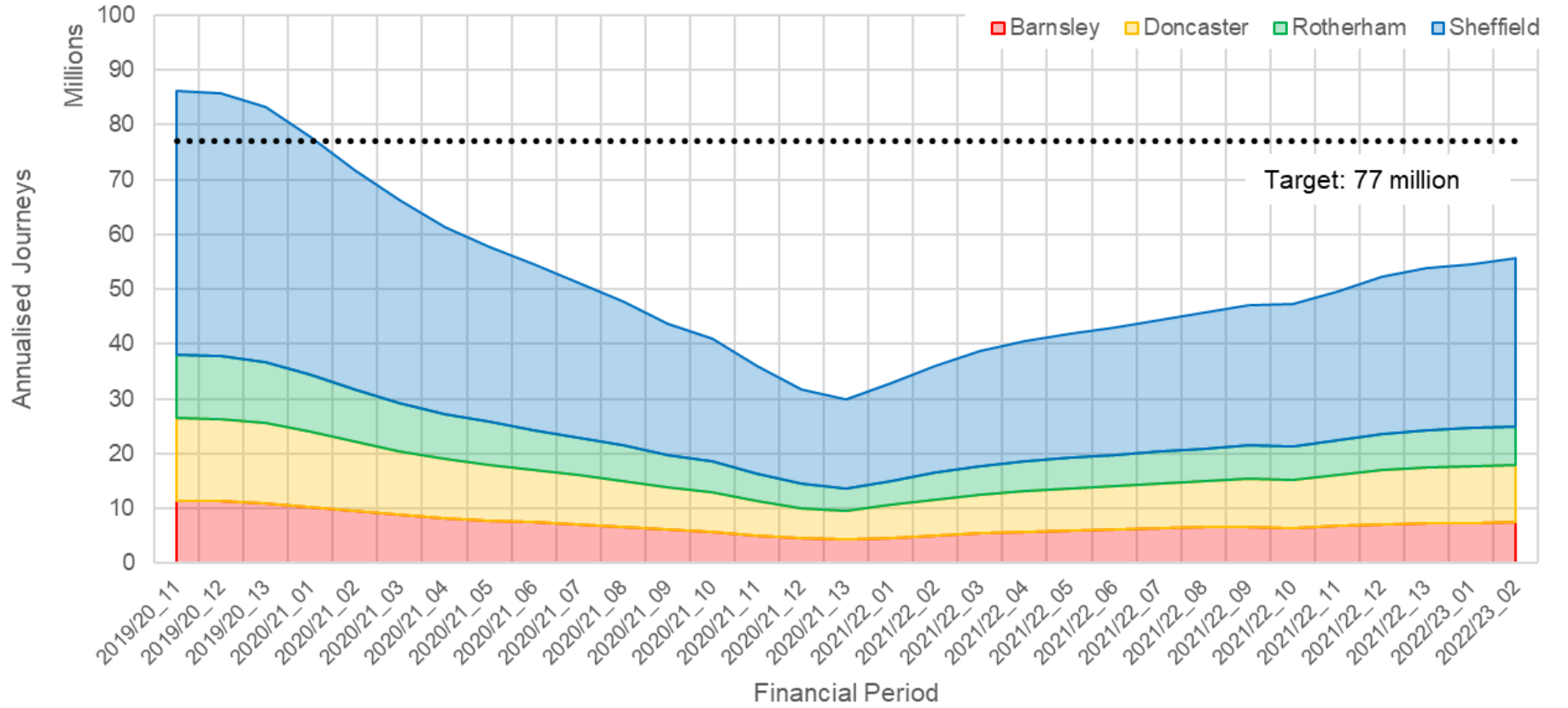
SOUTH YORKSHIRE	DISTRICTS			District Reliability	
	ACTUAL	TARGET	DIFFERENCE		
 <p><b>PERCENTAGE OPERATED</b></p> <p><b>ACTUAL</b> 95.9%    <b>TARGET</b> 99.5%    <b>DIFFERENCE</b> -3.6%</p>	<b>BARNLEY</b>	93.2%	99.5%	-6.3%	
	<b>DONCASTER</b>	97.3%	99.5%	-2.2%	
	<b>ROTHERHAM</b>	96.7%	99.5%	-2.8%	
	<b>SHEFFIELD</b>	96.0%	99.5%	-3.5%	

Data Source: Real Time Data



# By LA Passenger Trips

### Bus Passenger Numbers in South Yorkshire



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