
Saturday, 11 March 2023

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, 21 March 2023** 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
Ian Humphreys
Matt Kitchin
Andrew McGuinness
Pat Beijer
John Dowie

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

MCA - Enhanced Partnership Board

Tuesday, 21 March 2023 at 2.00 pm

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



Agenda

Agenda Ref No	Subject	Lead	Page
1.	Chair's Welcome & Apologies	Chair	
2.	Minutes & Actions of the Previous Meeting	Chair	5 - 22
3.	Update on EP Programme Delivery	Nick Brown	23 - 46
4.	Update on Mayor's Priorities	Nick Brown	47 - 52
5.	Operational Group Update		
5.a	Use of Prospective Scheduling Software to Improve Punctuality	Kevin Belfield	53 - 60
5.b	Antisocial Behaviour Update	Tim Taylor	Verbal
6.	EP Forum Update		
6.a	EP Forum Updates	Dawn Badminton-Capps	Verbal
7.	Development Group Update		
7.a	Update on Bus Priority Measures	Nick Brown	61 - 66
5.	Items of Confidentiality	Chair	
6.	Any Other Business	Chair	

Date of next meeting: Tuesday, 9 May 2023 at 2.00 pm

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

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MCA - ENHANCED PARTNERSHIP BOARD

MINUTES OF THE MEETING HELD ON:

TUESDAY, 31 JANUARY 2023 AT 2.00 PM

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



PRESENT:

Mayor Oliver Coppard (Chair)	South Yorkshire Mayoral Combined Authority
Councillor Chris Read	Rotherham MBC
Dawn Badminton-Capps	Public Bus Users
Ian Humphreys	First Yorkshire
Matt Kitchin	Stagecoach Yorkshire
Andrew McGuinness	CPT
Pat Beijer	SYMCA Executive Team
John Dowie	SYMCA Executive Team

IN ATTENDANCE:

Nick Brown	Bus Partnerships Project Director	SYMCA Executive Team
Jordan Kemp	Marketing Manager	SYMCA Executive Team
Tim Taylor	Director of Public Transport Operations	SYMCA Executive Team
Ellen Hinsley	Minute Taker	

APOLOGIES:

No apologies had been received.

35 Chair's Welcome and Introductions

The Chair welcomed all to the meeting.

36 Minutes & Actions of the Previous Meeting

It was noted that a duplicated action had been removed from the minutes.

RESOLVED that the minutes of the meeting held on 29 November be approved as amended.

37 Operational Group Update

37a Mayor's £2 Fare Cap

The Board considered an update on the Mayor's £2 Fare Cap which had run between November and December 2022.

The scheme had been intended to promote public transport while also providing support during the cost of living crisis. The £2 Fare had exceeded expectations, with take up exceeding initial forecasts. The scheme had transitioned to a nationally funded scheme on 1 January 2023 which would continue until the end of March. Although the scheme had been a win for cost of living, it was not yet clear whether there had been an increase in overall patronage.

It was observed that a greater proportion of those using the scheme lived in the lower quartile of deprived wards (using the Index of Multiple Deprivation (IMD) scale) in South Yorkshire, indicating that it was benefitting those who needed it the most.

In response to questions, the Director of Public Transport Operations advised that it could be worth comparing the distribution of passengers before and after the fare cap. He also observed that, in terms of growing the market, it would be most useful to understand the impact of any initiatives on people who had previously chosen not to use public transport where they had the option to do so. It also raised the issue of whether a targeted intervention in deprived communities would be appropriate.

Operators also informed the Board that within deprived areas, some frequent passengers were choosing the single fare over the better value weekly ticket. Consideration was being given to options such as paying by instalments which would enable these people to access the best value tickets.

The Board considered that the "Mayor's Fare" had been well publicised and received positively by the public and the media. In addition to making public transport cheaper for passengers, the scheme had removed confusion around ticket types.

The Executive Director of Infrastructure & Place observed that prior to the Covid pandemic there had been a focus on offering better value period tickets to persuade passengers to commit to public transport for a week, month or even year. Following the pandemic, period tickets offered less value for money for many passengers who now worked partly at home.

ACTION: The Executive Director of Infrastructure & Place and operators to explore cheaper single and return fares to promote bus travel with infrequent users and to consider the possibility of targeting specific groups of actual and/or potential passengers.

It was noted that the MCA had committed to support the network until July 2023, but the national fare cap was due to end after March. Therefore, it was imperative to agree an exit strategy to avoid passengers reverting to paying the

original full fares in April, and on which the Enhanced Partnership (EP) could continue to build.

ACTION: Operators to identify several areas (deprived, rural, etc) where trials could be conducted on reduced, simplified fares and targeted support, working with the Bus Partnerships Project Director.

RESOLVED that the update on the Mayor's £2 Fare Cap be noted.

37b **Update on Punctuality & Comparison with 2019**

The Director of Public Transport Operations introduced an item on punctuality and a number of planned initiatives to drive improvements.

The proposed improvements were centred around 3 key themes:

- Timetabling – assessing operators' current approach to scheduling and whether making use of available technology could stimulate improvement;
- Bus priority – reviewing measures in place such as bus lanes and giving consideration to extending the network, widening their operating hours and ensuring that they are enforced.
- Boarding times – encouraging passengers to buy tickets ahead of journeys and considering the removal of bus stops where they are minimally used or closely grouped.

The Mayor noted his thanks to First for their investment in introducing 'tap and cap' in the region.

The First Representative confirmed that work with a technology provider (Prospective) on schedule optimisation was underway and progressing well. The Stagecoach Representative confirmed that he would be interested in learning more and potentially participating in a similar programme. The Director of Public Transport Operations confirmed that it may be possible for the MCA to provide financial assistance to any smaller operators also wanting to participate.

(The Bus Users Representative left the meeting.)

ACTION: The First Representative to provide an update on their work with Prospective at the next meeting.

ACTION: The Bus Partnerships Project Director to provide an update on the bus priority programme across the 4 districts to the March meeting.

ACTION: Bus operators to contribute items on progress or actions underway at future meetings.

RESOLVED that Members confirm their support for the proposed improvement activities.

38 **Development Group Update**

38a **Implement Consistent Use of 'South Yorkshire' Brand Across the Network**

Members received an item on the need to implement a South Yorkshire brand across the network.

The Marketing Manager outlined 3 options and the associated risks and rewards of each:

- Keep the current Travel South Yorkshire (TSY) brand;
- Keep and evolve the current TSY brand;
- Replace TSY with a new brand.

It was noted that the EP Development Group had recommended evolving the TSY brand.

The Director of Public Transport Operations advised that it would be important to align any change in branding with an updated service offer.

The Board discussed the advantages and disadvantages of the 3 options. It was acknowledged that other types of transport should be included in the discussion. There were also several uncertainties surrounding the future of public transport in the region. Bus franchising work was currently ongoing, and the tram was due to revert to MCA ownership in 2024. Given these uncertainties, it was felt that it would not be possible to make an informed decision at this stage.

The Executive Director of Infrastructure & Place observed that it would be worthwhile to start developing brand proposals for both incremental and radical change to ensure that branding was able to be in place without delay.

RESOLVED that a final decision on the future branding to be deferred, but that work should continue developing thinking.

38b **Update on EP Programme Delivery**

The Bus Partnerships Project Director presented an update on EP Programme Delivery.

Work was underway to improve the real time data available online and at bus stops. Not all buses were currently tracked, and the system did not always reflect when services had been cancelled.

In order to simplify ticketing, the project is assessing low volume products that might be removed, as well as financial modelling to identify where and how single operator products could be replaced by their multi-operator equivalent. In the medium to long term, the implementation of 'tap and cap' across the region would also provide further simplification.

It was essential that the network run as efficiently as possible with the limited resources available, and this would be assessed as part of the upcoming tender process.

There had been multiple instances of students arriving late for school and it was therefore proposed that operators agree to a 'schools promise' which would require school services to be prioritised and communication be improved with schools when problems arose.

ACTION: The Democratic Services Officer to add an item on Bus Priority to the agenda of the next meeting and invite relevant Officers from each local authority to attend this discussion.

RESOLVED that:

1. The contents of the paper be noted.
2. Additional ways that can be used to raise awareness with government of the imminent funding crisis, and its likely impact on the South Yorkshire bus network be considered.
3. A progress report on EP delivery for each EP workstream be received at each future EP Board meeting.

39 **Customer Forum Update**

39a **Customer Charter (Transport Promise) Update**

The Director of Public Transport Development presented an update on the progress of the Transport Promise.

A digital, interactive service experience map was being developed which would take passengers through what to expect at each step of the journey, including:

- Planning your travel
- At the bus stop
- On board the bus
- After your journey

Agencies were currently being engaged to develop and design the content and digital aspects of the Transport Promise.

Members were also asked to consider the implementation of a standard approach to complaints and the inclusion of a 'last bus promise' in the Customer Charter.

A final, draft version of the Customer Promise was intended to be presented to the Board at the next meeting.

Operators confirmed that they were happy to agree to a 'school promise' (above) and a 'last bus promise', observing that these issues were widely regarded as good practice. As an example, the Stagecoach Representative advised that they had a contract with a taxi company so that they could arrange for a taxi for any wheelchair user that could not be accommodated on board.

ACTION: The First Representative to explore the possibility of implementing a policy to provide onward travel for any wheelchair user who was unable to be accommodated on board in South Yorkshire.

RESOLVED that the Customer Charter (Transport Promise) Update be noted.

39b **EP Forum Members - Changes Proposed**

The Board considered some proposed changes to the EP Forum membership following ongoing efforts to identify individuals to join.

Although meetings to date had been valuable, it was felt that increased public representation would be beneficial, in particular:

- A Doncaster representative for Better Buses
- A Rotherham representative for Better Buses
- A Sheffield representative for Better Buses
- Change the current representative for Better Buses to represent Barnsley

It was also proposed to:

- Invite Medact as a health sector representative
- Invite Unite Community South Yorkshire to be a Trade Union representative

The Mayor advised that it may be more appropriate to approach the Trade Unions or the South Yorkshire Integrated Care Partnership (ICP) to identify a health sector representative.

ACTION: The Director of Public Transport Development to further consider how best to secure health service representation whether from a Trade Union or the ICP.

Members also discussed limiting the terms of membership to a year, after which it would be reviewed.

RESOLVED that the EP Board endorse:

1. The membership of Better Buses representatives for each district to the EP Forum, for a 12 month term.
2. Invite a contact for Unite Community South Yorkshire to be a Trade Union representative.

40 **Items of Confidentiality**

None.

41 **Any Other Business**

The CPT Representative informed the Board of initiatives in other areas which could potentially be considered in South Yorkshire such as free bus travel for children travelling with a paying adult.

He also noted his thanks to Sheffield City Council for their last minute support to coach operators regarding the implementation of the Clean Air Zone.

ACTION: The Democratic Services Officer to add an item on Coach to an agenda of a future meeting.

ACTION: The Marketing Manager to share a marketing plan with the Board prior to the next meeting.

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

Signed

Name

Position

Date

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Enhanced Partnership Board

Action Log from 31 January 2023



Open and Recently Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
31/01/2023	41	Any Other Business The Democratic Services Officer to add an item on Coach to an agenda of a future meeting.	Ellen Hinsley	An item on Coach to be considered at a future meeting.	Pending
31/01/2023	41	Any Other Business The Marketing Manager to share a marketing plan with the Board prior to the next meeting.	Jordan Kemp	Meeting held on 3 March with marketing leads at First and Stagecoach to discuss a 12-month marketing plan from 1 April 2023. Budget contributions need confirming and the partnership marketing agreement needs drafting and approving.	Ongoing
31/01/2023	39b	EP Forum Members - Changes Proposed The Director of Public Transport Development to further consider how best to secure health service representation whether from a Trade Union or the ICP.	Pat Beijer		Ongoing
31/01/2023	39a	Customer Charter (Transport Promise) Update The First Representative to explore the possibility of implementing a policy to provide onward travel for	Ian Humphreys		

Meeting Date	Minute No	Action	Action Owner	Update	Status
		any wheelchair user who was unable to be accommodated on board in South Yorkshire.			
31/01/2023	38b	Update on EP Programme Delivery The Democratic Services Officer to add an item on Bus Priority to the agenda of the next meeting and invite relevant Officers from each local authority to attend this discussion.	Ellen Hinsley	Covered under agenda item 4.a: Bus Priority Measure Implementation.	See item 4.a
31/01/2023	37b	Update on Punctuality & Comparison with 2019 The First Representative to provide an update on their work with Prospective at the next meeting.	Ian Humphreys	Covered under agenda item 4.b: Use of Prospective Scheduling Software to Improve Punctuality.	See item 4.b
31/01/2023	37b	Update on Punctuality & Comparison with 2019 The Bus Partnerships Project Director to provide an update on the bus priority programme across the 4 districts to the March meeting.	Nick Brown	Covered under agenda item 4.a: Bus Priority Measure Implementation.	See item 4.a
31/01/2023	37b	Update on Punctuality & Comparison with 2019 Bus operators to contribute items on progress or actions underway at future meetings.	Operators	Email inviting agenda items sent to operators on 22 & 28 February.	Ongoing
31/01/2023	37a	Mayor's £2 Fare Cap The Executive Director of Infrastructure & Place and operators to explore cheaper single and return fares to promote bus travel with infrequent users and to consider the possibility of targeting specific groups of actual and/or potential passengers.	John Dowie	Government funded £2 fare cap for buses extended to the end of June 2023. Commercially funded exit being explored with operators alongside work on ticket simplification.	Ongoing
31/01/2023	37a	Mayor's £2 Fare Cap Operators to identify several areas (deprived, rural, etc) where trials could be conducted on reduced,	Operators & Nick Brown	No material progress to date.	Ongoing

Meeting Date	Minute No	Action	Action Owner	Update	Status
		simplified fares and targeted support, working with the Bus Partnerships Project Director.			
29/11/2022	31c	<p>2023 Fares Change</p> <p>A Working Group incorporating operators and MCA officers to be established to investigate how the removal of single-operator day (and other period) products could be delivered at pace.</p>	Tim Taylor & Nick Brown.	Data provided by operators being analysed to identify impact of ticket removal at different price points for multi-operator products.	Ongoing
04/10/2022	26	<p>Enhanced Partnership Scheme Progress Report</p> <p>The Director of Public Transport Development to provide a regular update on the progress of the DRT Scheme to the Board.</p>	Pat Beijer	Bus Services Team are considering potential pilot areas and a proposal will be brought to EP Board in due course in the first Quarter of 2023.	Ongoing
09/08/2022	11	<p>EP Targets Report</p> <p>Members to share their views on the appearance and content of the dashboard with the Director of Public Transport Operations.</p>	All members	Awaiting feedback.	Ongoing

Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
29/11/2022	32c	<p>Partnership Marketing Budget</p> <p>The Leader of Rotherham MBC to raise the issue of Rotherham's contribution to the marketing budget internally.</p>	Cllr Chris Read	Rotherham MBC has agreed to contribute £20,000 to the EP marketing budget.	Complete
29/11/2022	31c	<p>2023 Fares Change</p> <p>TravelMaster members to arrange a meeting to discuss the 2023 Fare Change.</p>	Tim Taylor	TravelMaster attended EP Board on 29/11/22. Subsequent discussions have taken place between SYMCA Officers and TM members. Fares rises implemented for number of operations, others to follow.	Complete
29/11/2022	31a	<p>October Bus Service Change Impacts on Enhanced Partnership Targets</p> <p>Officers and operators to compare current punctuality levels with those in 2019 and explore how this can improved to meet the 95% target. The findings to be presented at the next meeting.</p>	Tim Taylor	Covered under item 3.b on the agenda of 31 January 2023 meeting.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
29/11/2022	31a	<p>October Bus Service Change Impacts on Enhanced Partnership Targets</p> <p>The Director of Public Transport Operations to share the ticket types used to demonstrate the different prices across the country with operators.</p>	Tim Taylor	Circulated on 1 February.	Complete
04/10/2022	24	<p>Notice of Enhanced Partnership Scheme Variation</p> <p>The Corporate Director of Public Transport to arrange a meeting between EP Board representatives and TravelMaster to discuss the multi-operator tickets.</p>	Steve Edwards	Included in the agenda at the November meeting.	Complete
04/10/2022	23	<p>Data Plan – Exchange & Analysis</p> <p>Director of Public Transport Development, Head of Policy and Bus Operators to come up with a shortlist of areas for potential growth using available data to be presented to the November meeting.</p>	Pat Beijer, Jonathan Guest & Operators	Included in the agenda at the November meeting. A follow up meeting has also been held with bus operators and data sharing has started.	Complete
04/10/2022	22	<p>Towards a Patronage Recovery Action Plan</p> <p>The Director of Public Transport Development to explore possibility of a seasonal marketing campaign in time for Christmas.</p>	Pat Beijer	Now included in Demand Recovery Action Planning.	Complete
04/10/2022	22	<p>Towards a Patronage Recovery Action Plan</p> <p>The Mayor to arrange a meeting with the Bus Users representative to discuss how to increase passenger levels as a matter of urgency.</p>	Oliver Coppard	Discussed at EP Forum meeting on 1 November.	Complete
04/10/2022	22	<p>Towards a Patronage Recovery Action Plan</p>	Pat Beijer	Now included in Demand Recovery Action Planning.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
		The Director of Public Transport Development to produce an ambitious, targeted marketing plan using available data to ensure efficacy.			
04/10/2022	22	Towards a Patronage Recovery Action Plan The Democratic Services Officer to add the £2 fare cap to the agenda of the November meeting.	Ellen Hinsley	An item on the £2 Flat Fare was added to the agenda of 29 November meeting.	Complete
04/10/2022	21	Operator Plans for Bus Recovery Grant and Short–Medium Term Service Changes The Stagecoach Representative to update the Leader of Rotherham MBC on the Dearne Valley services.	Matt Kitchin	Meeting held on 19 October.	Complete
04/10/2022	20	Enhanced Partnership Operating Group Progress Report The Executive Director of Infrastructure & Place to write to DfT on behalf of the Board, to raise concerns around the short notice of Government funding decisions and its effect on planning and implementation.	John Dowie	Letter sent on 16 November.	Complete
04/10/2022	20	Enhanced Partnership Operating Group Progress Report The Director of Public Transport to develop an agreed schedule for significant service changes prior to the next meeting.	Steve Edwards	As per the report 'EP Operating Group Progress Report October 2022' at the last meeting; the group have agreed in principle that the two significant service changes take place at the start of September (or late august) on the last Sunday prior to school returning for	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
				the start of the academic year, and on the first Sunday after the Good Friday/Easter Monday weekend.	
09/08/2022	17	<p>Matters arising</p> <p>The possibility of using the Adult Education Budget to uplift driver shortages was discussed in reference to a case study in West Yorkshire.</p> <p>Officers to discuss with AEB colleagues and bring an update to the next meeting in October.</p>	Steve Edwards & Tim Taylor	Discussions held with AEB colleagues, now awaiting operator feedback. Raised with operators at EP Operating Group on 15 September. Operators were unanimous that they'd welcome additional investment/activity on driver training akin to the scheme in West Yorkshire. We now need to develop, with SYMCA AEB colleagues what this might look like.	Complete
09/08/2022	15	<p>Forum Membership Proposal</p> <p>Officers to work through a timeline of key dates that may affect the timings of Forum meetings.</p>	Pat Beijer	Forum meetings now planned. Decision to hold single Forum meeting, instead of staggered thematic Forum meetings has resolved the risk of not all relevant topics being considered by all members of the Forum.	Complete
09/08/2022	14	Approval of Variations to EP Schemes	Pat Beijer	Proposed EP Scheme Variation circulated to EP	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
		P Beijer to consider which variation option is best suited and prepare the EP Scheme Variation for EP Board approval in correspondence.		Board members on 15 September 2022 for approval by 30 September 2022. Covered under item 7 on the agenda of 4 October 2022.	
09/08/2022	13	New EP Schemes Proposed Priorities Officers to engage with L Nickson and the LEP about retailer discounts for bus users.	Pat Beijer	Pat Beijer met with Lucy Nickson on 19 October 2022.	Complete
09/08/2022	13	New EP Schemes Proposed Priorities Officers to look at which of these priorities could be delivered in the next 4-6 months and prepare a paper with suggestions to be agreed on at the October meeting.	Pat Beijer	Covered under item 5 on the agenda of 4 October (Data and Intelligence Plan).	Complete
09/08/2022	13	New EP Schemes Proposed Priorities Officers to further investigate and plan this work prior to the next meeting for members to comment on.	Pat Beijer	Covered under item 5 on the agenda of 4 October (Data and Intelligence Plan).	Complete
09/08/2022	13	New EP Schemes Proposed Priorities P Beijer and T Taylor to follow up on their meeting with the provider and commence research into similar providers.	Pat Beijer	PB followed up with supplier of retail discount app linked to bus usage. Included and to be considered as part of action plan (item 5 on agenda).	Complete
09/08/2022	11	EP Targets Report EP Development Group to create a piece of work which explores better data in terms of travel flows and public movement.	P Beijer to inform EP Development Group.	Covered under item 6 on the agenda of 4 October (Data and Intelligence Plan)	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
09/08/2022	11	EP Targets Report Democratic Services Officer to add 'EP Targets Report' onto the November agenda for members to review the targets following the impact of the changes to be made in October.	Gabriella Kocsis	Added to the agenda.	Complete
09/08/2022	11	EP Targets Report SYMCA to share economic intelligence on travel patterns with bus operators.	Pat Beijer	Covered under item 6 on the agenda of 4 October (Data and Intelligence Plan).	Complete
09/08/2022	11	EP Targets Report Officers to collate the information on the reasons for reduced bus patronage and possible recovery options for members to decide on during the next meeting in October.	Pat Beijer	Covered under item 5 on the agenda of 4 October (Data and Intelligence Plan).	Complete
09/08/2022	11	EP Targets Report M Kitchin and K Belfield to report back to the Board with a projected bus patronage figure following the service cuts in October.	Matt Kitchin & K Belfield	Covered under item 4 on the agenda of 4 October (Recovery Action Plan (Oct 2022 – Mar 2023))	Complete
21/06/2022	8	Any other business SY Mayor to put his name to a letter asking for formal feedback and highlight his disappointment that we missed out on BSIP funding.	South Yorkshire Mayor/ Head of Mayor's Office		Complete
21/06/2022	7	Feedback from the EP Forum and review of commercially sensitive papers to be added to the standing agenda.	Pat Beijer	Added as requested.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
21/06/2022	5	Members to correspond with P Beijer via email and inform her of their suggestions for EP Forum members so a solid list can be brought together and discussed at the next meeting.	All members	Suggestions were received and discussions held between P Beijer & Dawn Badminton- Capps to create a finalised list.	Complete
21/06/2022	5	Remove bi-monthly and include 'every other month' in the ToR for both the EP Forum and EP Board.	Pat Beijer	Updated EP Board and EP Forum ToRs attached.	Complete
21/06/2022	5	Add a statement of intent for the EP Forum to the Terms of Reference.	Pat Beijer	Updated EP Forum ToR attached (V2.0 dated 07/07/22).	Complete
21/06/2022	5	The Mayor asked to remove reference to 'customers' and instead use the 'travelling public of South Yorkshire', whether they are current customers or not. EP Board ToR to be looked at and updated with this in mind.	Pat Beijer	Updated EP Board ToR V2.1	Complete
21/06/2022	4	Amend Part 1 of the EP Board ToR to include a Statement of Intent.	Pat Beijer	Updated EP Board ToR attached here with (V2.1 dated 07/07/22)	Complete
21/06/2022	4	Item 10 of the EP Board ToR to be amended so the Board is transparent, and all papers will be published unless they feature sensitive information.	Pat Beijer	Updated in EP Board ToR attached here with (V2.1 dated 07/07/22)	

Enhanced Partnership Board

Tuesday, 21 March 2023

Update on EP programme delivery

Is the paper exempt from the press and public?	No
Reason why exempt:	Not applicable
Purpose of this report:	Discussion
Is this a Key Decision?	No
Has it been included on the Forward Plan of Key Decisions?	Not a Key Decision

Director Approving Submission of the Report:
John Dowie, Executive Director Infrastructure and Place

Report Author(s):
Nick Brown, Project Director, Bus Partnerships

Executive Summary

The Enhanced Partnership (EP) has agreed to a range of deliverables and commitments to improve bus services in South Yorkshire, consistent with the aspirations in the Bus Service Improvement Plan (BSIP). The BSIP and EP Plan also established a number of headline indicators and targets for the performance of the bus network that would be used to measure progress.

It is proposed to start each EP Board meeting with a standard report outlining progress against:

- the specific deliverables in the published EP Scheme.
- the additional commitments in the Refreshed EP programme agreed by the EP Board on 29 November 2022.
- the bus network performance targets set out in the BSIP and EP Plan.

This is the first of these reports. It shows that while there has been progress in some areas of agreed delivery, there is a significant slippage in the delivery of a number of agreed actions. Particular areas of concerns relate to network development, bus priority measures, and the simplification of ticketing. Overall, the headline performance indicators show only slow improvements in patronage and punctuality which remain below the agreed targets.

The paper proposes an increased pace of delivery. It also proposes making a further formal variation to the EP Scheme, and a report back to the SYMCA Transport and Environment Board.

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

The Enhanced Partnership has been created to achieve a step change in the performance of the bus network in the South Yorkshire region. In time, its success will significantly enhance the passenger experience for public transport users. This in turn will support growth in bus patronage, and help it to achieve long-term financial sustainability.

Recommendations

It is recommended that:

- 1 Board members note the slippage in the delivery of the EP programme reported in this paper, and the slow improvement of performance indicators which in all instances remain below the agreed targets.
- 2 All partners in the EP are again strongly encouraged to step up the delivery of agreed measures. Without comprehensive delivery, it is likely that agreed targets will not be reached, and the bus network will continue in a state of crisis.
- 3 Operators inform the EP Board of their plans to grow the network by trialling new services or service enhancements on a commercial basis.
- 4 The Board agrees that a formal variation to the EP Scheme is commenced, and brought back to the next EP Board meeting.
- 5 The EP Board reports to the next Transport and Environment Board with an outline of progress based on this and other papers at this Board meeting.

1. Background

- 1.1 This paper updates the Board on progress against
- the specific deliverables in the published EP Scheme
 - additional commitments in the Refreshed EP programme agreed by the EP Board on 29 November 2022
 - the bus network performance targets set out in the BSIP and EP Plan.

2. Analysis

- 2.1 The EP Scheme is a document published under Section 138G (1) of the Transport Act 2000. It sets out a range of deliverables to improve bus services in South Yorkshire. The EP Scheme was signed on 1 April 2022, one year ago, and has since been subject to two formal variations. **Appendix 1** provides a progress report on delivery of the EP Scheme.
- 2.2 In addition, on 29 November 2023 the EP Board agreed a series of further and accelerated commitments in the Refreshed EP programme, although these have not been formalised into the EP Scheme. **Appendix 2** provides a progress report on delivery of these commitments.
- 2.3 Performance of the network against the EP targets is summarised in the latest EP performance dashboard in **Appendix 3** (to February 2022). This shows:
- passenger journeys at 61m per year (against a target of 77m)

- punctuality at 78.9% (against a target of 95%)
- reliability at 97.5% (against a target of 99.5%)
- passenger satisfaction at 89% (data from Autumn 2019 against a target of 92%)

2.4 These Appendices show that there has been good progress in some areas, such as:

- some of the major capital programme projects (eg A630 Doncaster bus scheme, iPort bridge and Barnsley hotspots)
- the installation of new bus shelters and real time displays
- progress in the procurement of 27 new electric buses in the Stagecoach fleet and 11 electric community transport minibuses
- investment in new ticketing equipment in the First fleet
- the development of a passenger charter.

However, there is a significant slippage in the delivery of a number of agreed actions. Particular areas of concern relate to:

- network development
- punctuality improvements, particularly bus priority measures outside those listed above
- the simplification of ticketing.

2.5 As reported in the previous EP Board, there have been some particularly difficult set-backs to the ambition set out in the EP Plan. Key amongst these are:

- the slow patronage recovery from Covid (currently still at only 80% of pre-Covid levels), and the impact this has had on farebox revenue
- the impact of increasing driver, fuel and other costs
- the consequent service reductions in October 2022 and fare increases applied in January 2023 by some operators, and the use of SYMCA reserves to reinstate some services.
- the failure of the SYMCA's bids for BSIP and LUF funding.
- continuing uncertainty over government funding, despite a recent short-term extension to the Bus Recovery Grant and £2 fare cap.

2.6 It is disappointing that a number of the agreed deliverables have slipped. The aim of the EP programme is to reverse this negative spiral by improving bus services, attracting new users, and bringing more revenue into the system for reinvestment in new and better services. Only by doing so are we likely to achieve a financially sustainable bus network over the medium to long term.

2.7 This paper does not propose any further initiatives or measures. Instead, it challenges all parties to provide the required focus, resources and commitment to deliver the programme of measures that has already been agreed.

2.8 In relation to the areas of particular concern listed in paragraph 2.4 above, there are separate papers at this EP Board meeting on the bus priority programme and ticket simplification. This paper seeks commitments from operators to grow the network by trialling new services or service enhancements on a commercial basis.

3. EP Scheme variation

- 3.1 Given the areas of slippage in the EP Scheme, it is proposed to start the process of developing a third formal variation to the EP Scheme. This variation will also be an opportunity to include new items, drawing from the Refreshed EP programme. A proposed variation will be brought back to the next EP Board meeting in May for approval. Specific areas where variations are proposed are highlighted in bold in Appendix 1.

4. Recommendations

It is recommended that:

- 1 Board members note the slippage in the delivery of the EP programme reported in this paper, and the slow improvement of performance indicators which in all instances remain below the agreed targets.
- 2 All partners in the EP are again strongly encouraged to step up the delivery of agreed measures. Without comprehensive delivery, it is likely that agreed targets will not be reached, and the bus network will continue in a state of crisis.
- 3 Operators inform the EP Board of their plans to grow the network by trialling new services or service enhancements on a commercial basis.
- 4 The Board agrees that a formal variation to the EP Scheme is commenced, and brought back to the next EP Board meeting.
- 5 The EP Board reports to the next Transport and Environment Board with an outline of progress based on this and other papers at this Board meeting.

5. Consultation on Proposal

- 5.1 Not applicable as a discussion paper only.

6. Timetable and Accountability for Implementing this Decision

- 6.1 Not applicable as a discussion paper only.

7. Financial and Procurement Implications and Advice

- 7.1 Not applicable as a discussion paper only. Any financial implications resulting from schemes and proposals referred to in this paper will be subject to their own financial and policy approval processes (e.g. through Transport and Environment Board).

8. Legal Implications and Advice

- 8.1 Not applicable as a discussion paper only.

9. Human Resources Implications and Advice

- 9.1 Not applicable as a discussion paper only.

10. Equality and Diversity Implications and Advice

10.1 Not applicable as a discussion paper only.

11. Climate Change Implications and Advice

11.1 Not applicable as a discussion paper only.

12. Information and Communication Technology Implications and Advice

12.1 Not applicable as a discussion paper only.

13. Communications and Marketing Implications and Advice

13.1 Not applicable as a discussion paper only.

14. List of Appendices Included

Appendix 1 Progress with EP Scheme deliverables

Appendix 2 Progress with Refreshed EP deliverables

Appendix 3 EP performance dashboard (February 2023)

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Appendix 1 – Progress with EP Scheme deliverables

1. More Frequent and reliable services

Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
A61 bus priority road widening scheme	SYMCA	31/03/2024	Phase 1 still on track, but risk of delay from need for other survey and other factors Phase 2 deferred, due to land assembly issues. PROPOSAL Delivery of phase 2 to be removed at next EP Scheme revision	R
A630 Doncaster bus scheme with traffic signal technology	SYMCA	30/04/2023	Works to upgrade traffic signals is well advanced and on track to deliver	G
New iPort bridge	SYMCA	31/03/2024	Scheme is under construction and on track to deliver	G
Improving bus service punctuality in Barnsley	BMBC/ SYMCA	31/03/2023	Delivery of 7 'hotspot' bus priority schemes in Barnsley	G
Introduction of pilot DRT service in at least one area, subject to funding from LUF being confirmed	SYMCA	30/09/2023	LUF bid was unsuccessful. No funding currently available. We are reviewing funding options, and will need to change the delivery timeline. PROPOSAL Deliverable date to be put back at next EP Scheme revision.	R
Review existing Voluntary Partnership Agreements and retain or enhance operational requirements	Operators	30/09/2022	Operators to review/confirm	A

2.Improvements to planning/integration with other modes

Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
Installation of 193 new real time information displays	SYMCA	31/03/2023	40 stops are outstanding mainly due to electrical works, and expected to be completed by mid-April 2023.	G
Sheffield City Council to ensure all parties have access to UTMC system in order to deliver better real time network information to operators and customers	SCC	31/03/2023	TBC	A
Ensure that real time data is provided to SCC for use in UTMC system to improve reliability and customer information	SYMCA	31/03/2023	TBC	A
Develop one integrated source of information to plan journeys and promote the agreed source. Operators to support.	SYMCA and operators	31/03/2023	Included in LUF bid, but bid was unsuccessful. TSY journey planner options currently being evaluated. Once provider selected, the product will need to be developed and tested before promotion and adoption as single source of truth. PROPOSAL Deliverable date to be amended at next EP Scheme revision.	R

3.Improvements to fares and ticketing Multi Operator Ticketing Schemes

Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
Introduce/implement a 'tap and cap' system across the network, subject to the necessary technological solution being provided by the DfT	SYMCA and operators	31/03/2023	The technological solution being referred to, Project Coral, is being progress by DfT but is still some way from delivery. Roll out of single-operator Tap and Cap being undertaken by First. Stagecoach plans national rollout with timing TBC. PROPOSAL Deliverable date to be amended at next EP Scheme revision.	R
Convert remaining on-bus electronic payment machines to contactless	Operators	31/03/2023	Included in LUF bid, but bid was unsuccessful. Exploring other potential funding sources for remaining 40-50 vehicles in scope. PROPOSAL Deliverable date to be amended at next EP Scheme revision.	R
Review the removal of single operator products in most localised areas (deferred until impact of Government's £2 single flat fare initiative for 2023 is understood)	Operators	TBC	Work on ticket simplification has been progressing. We are reviewing scope to simplify without subsidy.	A
Review premium levels on multi operator ticket products	Operators	TBC	Part of ticket simplification work above	A
Price rises limited to once a year	Operators	30/09/2022	Ongoing. Awaiting any fare rise confirmation from First South Yorkshire.	G

4.Higher Specification buses

Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
Retain standards within existing Voluntary Partnership Agreements and include within new standard to be agreed	Operators	30/09/2022	Operators to review/confirm	A
Procurement of up to 27 electric buses and provision of charging infrastructure at interchanges, on-street and at depots,	Stagecoach/ SYMCA	31/03/2024	Ahead of target. The plan is to take delivery of the buses in autumn and have them on the road by Jan 2024.	G
Upgrade part of SY community transport fleet to electric vehicles, with charging facilities at selected depots	SYMCA	30/12/2023	On target. Full Business Case has been approved by MCA. 11 electric minibuses proposed, distributed across the 4 CT operators in South Yorkshire, along with charging infrastructure. Procurement will commence in near future.	G
Electric bus trial in Doncaster	DMBC	31/03/2024	Trial was to have been a Robin Hood airport shuttle. With closure of the airport, new options being considered. PROPOSAL Deliverable date to be amended to 31/03/25 at next EP Scheme revision.	R

5. Improvements to passenger engagement

Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
Service changes to be limited to twice per year	Operators	30/09/2022	Ongoing. Major change took place on 2 October 2022, with next main change currently planned for 23 July.	G
Commence work to agree a new Customer Charter to apply across the whole network (SYMCA)	SYMCA	30/09/2022	Charter has been drafted, due for consideration at EP Board on 21 March 2023	G
Develop new forum for passenger representation, to include bus user groups, representatives of disabled people and local business groups	SYMCA	30/06/2022	Ongoing - EP Forum operational	G

6. Strong network identity

Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
Extension and implementation of the 'Safe Places' scheme to cover the whole network	SYMCA and operators	31/03/2023	Requires further work to ensure consistency of driver training across operators and adoption of minimum standards on and off vehicle.	A
Implementation of a common branding across South Yorkshire transport network		31/03/2023	Decision on branding deferred at EP Board meeting on 31 January 2023.	A
Installation of at least 140 new shelters	SYMCA	31/03/2023	On programme for delivery.	G

Appendix 2 - Refreshed EP Programme Progress Report

1		Stable, Reliable Network				
Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
1.1	Invest in trials of new services, route uplifts and small expansions (Underpinned by shared evidence base/analytics)	Mix MCA & Operator	M	H	There have been no proposals to date. The focus has been on consolidating October service reductions, and retendering the network, with uncertainty created by future of BRG.	R
1.2	Identify turn up & go corridors to coordinate headways to maximise frequencies + explore single operator running on the routes that are currently joint	Operators and MCA	M	H	There have been no proposals to date.	R
1.3	Identify potential park and ride and transport hubs along existing bus corridors	MCA/Councils	M	H	No progress. Funding and availability of land likely to be key issue.	R
1.4	Review of bus stop locations/spacing by corridor to improve siting and journey times	MCA/Operators	M	M	Reviews planned as part of bus priority/punctuality programme.	A
1.5	Bus priority – £35m TCF and £103m CRSTS funding directed to key bus bottlenecks, supported by improved data hot-spot analysis	Councils/ MCA	S	H	Most major projects with allocated funds progressing well. Phase 2 of the A61 project has been deferred due land assembly issues. Programme of smaller bus priority/hotspot measures has slowed, with some funding	A

Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
					still to be allocated, but is currently being reenergised.	
1.6	Conduct a joint driver recruitment programme, building on WY experience	Operators and MCA	M	H	Operators have been undertaking recruitment drives, in some cases with hourly rate increases. The driver shortage has reduced, but remains an issue. Award of MCA-funded driver training programme due early March with contract starting in April.	G
1.7	Maximise development contributions to invest in public transport	Councils and MCA	S	H	No progress	A
1.8	Schools Promise for education transport*	Operators and MCA	N/A	N/A	Due to be signed in the near future	G

*Updated from 29 November presentation to EP Board

**Added since 29 November EP Board meeting

2	Better Customer Experience					
Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
2.1	Single customer point of discovery for journey planning and information – start with single source of “truth” then migrate to single website and App (based on Travel SY umbrella brand) – remove competing legacy brands	Joint	F/M	M	Current investment in improvements to TSY website will lay the foundation for moving to a single source of the truth. TSY website has potentially significant server capacity issues which also need to be resolved.	A
2.2	Tackle “lost buses” problem by ensuring all buses are tracked and cancelled buses are logged*	Joint	M	M	Programme of work underway to ensure all buses are being tracked, and ensure cancelled buses are notified to the real time system.	G
2.3	Development of a common SYMCA Ambassador module for CPC training	Joint	F	L	TBC	R
2.4	Development of common bus stop standards for TSY, as part of TSY “single network identity”	MCA	F	L	Under development	A
2.5	Consistent bus lane operational times (0700 - 1900, 7 days) with camera enforcement	Councils	F/M	H	SCC considering red routes and greater use of camera enforcement of bus lanes. Consultations ongoing.	R
2.6	Capital programme of bus stop enhancements to standard,	MCA	M	H	TCF and CRSTS-funded programmes on target	G

Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
	including improved customer information					
2.7	Deliver programme of next stop announcement retrofits	Joint	M	H	TCF and CRSTS-funded programmes on target	G

*Updated from 29 November presentation to EP Board

3		Simpler, Less Complex and Better Value Fares				
Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
3.1	Standardise on streamlined range of multi-operator TravelMaster products, removing single operator daily, weekly and monthly products	Operators	F	M	Work on ticket simplification has been progressing. We are reviewing scope to simplify without subsidy.	R
3.2	Enable sale of Travelmaster products via operator apps and websites, encouraging off-bus sales where possible	Operators	M	M	TravelMaster products are available directly through Stagecoach and First's ticketing apps. Smaller operators provide hyperlinks to the TravelMaster website. SYMCA maintains an estate of 20 ticket vending machines across our interchanges which sell TravelMaster and single operator products.	G
3.3	Then migrate to centralise via TSY, with website upgrade and new app	MCA	S	M	TSY website currently being improved. Work on a TSY app is being driven by timeline for tram retail, with delivery by March 2024. Migration of TravelMaster products to TSY app dependent on successful delivery of TSY retail app.	A
3.4	Explore potential for flat fares at District level, after national £2 fare cap expires	Operators	M	H	National scheme extended until end-June. Work to model the price point(s) for	A

Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
					a flat fare undertaken. Operators to consider.	
3.5	Introduce 'tap & cap' / QR readers for speed of boarding, simplicity of payment. – single operator early 2023 (First) – single operator later 2023 (Stagecoach)	Operators	M	H	First rolling out Tap On Tap Off readers. Stagecoach announced investment programme in QR/PAYG readers, dates for implementation in SY TBC.	A
3.6	Tap & cap/QR readers for multi operator from 2024	Operators	S	H	Dependent on operator investment programmes, and national developments including Project Coral, and development of ITSO app.	A
3.7	Free taxi to destination if last bus cancelled/"no quibble" compensation for complaints	Operators	F	M	Proposed as part of draft bus promise, but not yet agreed or implemented by operators.	R

*Updated from 29 November presentation to EP Board

Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
4.1	Joint value for money marketing campaign to coincide with £2 capped fare (local, then national) linking to promotion of TM products & including targeting of the leisure market	Joint	F	H?	Marketing of "Mayor's fare" complete in November/December 2022. Door drop on £2 fare in January.	G
4.2	Joint 'back to bus' marketing (especially ENCTS pass holders), complementing operator only initiatives	Joint	F	H?	No progress. Concerns over impact given current poor punctuality.	R
4.3	On-bus/bus stop marketing (interior/exterior)	Joint	F	M	No progress	R
4.4	Start to deliver a "single network identity" based on TSY, progressively rolling out across ticketing, social media, infrastructure and fleets over 2023-25	Joint	F/M/S	M	Decision deferred at EP Board meeting on 31 January	A
4.5	Explore arrangements for confidential sharing of individual company operating margin data to check that operators are not making super normal profits	Joint	F	H???	Early discussions with operators, no mechanism yet in place	R

Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	Comment	RAG rating
	(either directly or via trusted intermediary).					


*Updated from 29 November presentation to EP Board

SY Summary

SYBIP UPDATE: MARCH 2023

JOURNEYS (MILLION)

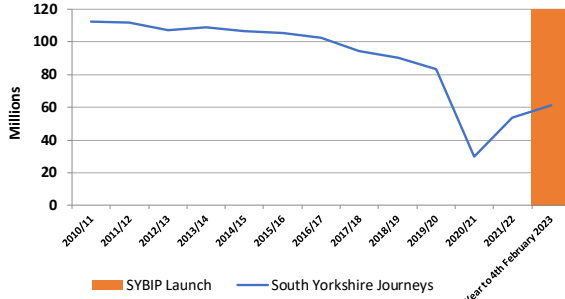
Latest 12 Months (Year to 4th Feb 2023)



ACTUAL	TARGET	% COMPARED TO TARGET
61	77	79%

JOURNEYS GAP/SURPLUS
-16

Data Source: Operator Supplied Data



TOTAL SOUTH YORKSHIRE JOURNEYS

Legend: SYBIP Launch (Orange bar), South Yorkshire Journeys (Blue line)

COMMENTS

Comparison to 2024/5 Targets

- Total journeys 61m: **16m** short of target
- Reliability 97.5%: **2%** short of target
- Punctuality 79%: 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 (Feb 2022 to Jan 2023)

	ACTUAL	TARGET	DIFFERENCE
AVERAGE EXCESS WAITING TIME*	0.9		

Latest 12 Months (Mar 2022 to Feb 2023)

	ACTUAL	TARGET	DIFFERENCE
PERCENTAGE ON TIME	78.9%	95.0%	-16.1%

NOT CONFIRMED

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

RELIABILITY

Latest 12 Months (Feb 2022 to Jan 2023)

	ACTUAL	TARGET	DIFFERENCE
PERCENTAGE OPERATED	97.5%	99.5%	-2.0%

ROUTE JOURNEY TIMES

Awaiting feedback on routes/corridors to include

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: MARCH 2023

JOURNEYS (MILLION): YEAR TO 4TH FEBRUARY 2023

SOUTH YORKSHIRE			
	ACTUAL	TARGET	% COMPARED TO TARGET
	61	77	79%
	JOURNEYS GAP/SURPLUS		-16

Data Source: Operator Supplied Data

DISTRICTS			
BARNSELY	ACTUAL	TARGET	% COMPARED TO TARGET
	8.4		
DONCASTER	ACTUAL	TARGET	% COMPARED TO TARGET
	11.6		
ROTHERHAM	ACTUAL	TARGET	% COMPARED TO TARGET
	7.5		
SHEFFIELD	ACTUAL	TARGET	% COMPARED TO TARGET
	33.6		

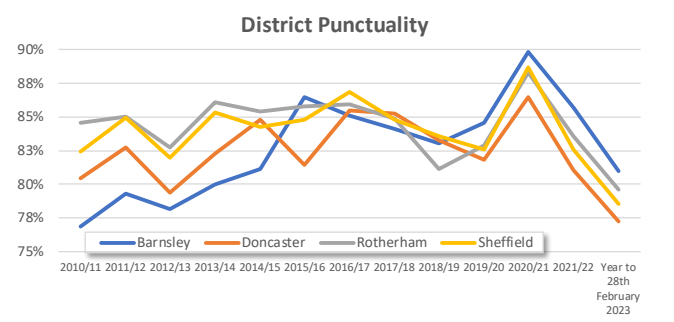
CUSTOMER GROUP			
FARE PAYERS	ACTUAL	TARGET	% COMPARED TO TARGET
	33.7		
ENCTS	ACTUAL	TARGET	% COMPARED TO TARGET
	13.8		
CHILD	ACTUAL	TARGET	% COMPARED TO TARGET
	13.6		

OPERATIONAL PERFORMANCE: PUNCTUALITY (MARCH 2022 TO FEBRUARY 2023)

SOUTH YORKSHIRE			
	ACTUAL	TARGET	DIFFERENCE
	78.9%	95.0%	-16.1%
	PERCENTAGE ON TIME		NOT CONFIRMED

Data Source: Real Time Data

DISTRICTS			
BARNSELY	ACTUAL	TARGET	DIFFERENCE
	81.0%	95.0%	-14.0%
DONCASTER	ACTUAL	TARGET	DIFFERENCE
	77.2%	95.0%	-17.8%
ROTHERHAM	ACTUAL	TARGET	DIFFERENCE
	79.6%	95.0%	-15.4%
SHEFFIELD	ACTUAL	TARGET	DIFFERENCE
	78.5%	95.0%	-16.5%

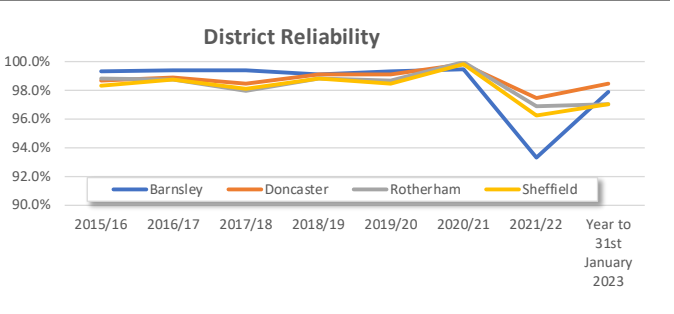


OPERATIONAL PERFORMANCE: RELIABILITY (FEBRUARY 2022 TO JANUARY 2023)

SOUTH YORKSHIRE			
	ACTUAL	TARGET	DIFFERENCE
	97.5%	99.5%	-2.0%
	PERCENTAGE OPERATED		

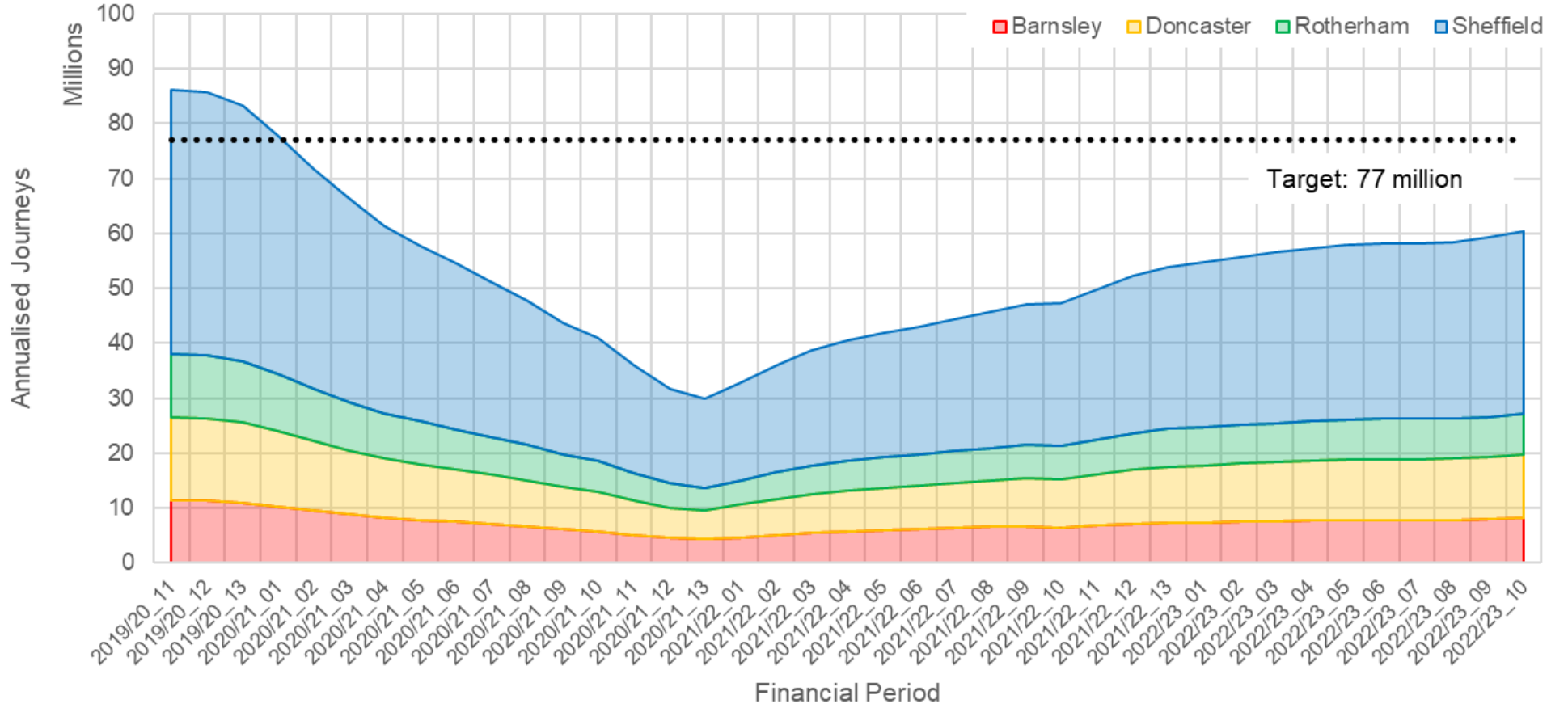
Data Source: Real Time Data

DISTRICTS			
BARNSELY	ACTUAL	TARGET	DIFFERENCE
	97.9%	99.5%	-1.6%
DONCASTER	ACTUAL	TARGET	DIFFERENCE
	98.5%	99.5%	-1.0%
ROTHERHAM	ACTUAL	TARGET	DIFFERENCE
	97.0%	99.5%	-2.5%
SHEFFIELD	ACTUAL	TARGET	DIFFERENCE
	97.0%	99.5%	-2.5%



By LA Passenger Trips

Bus Passenger Numbers in South Yorkshire



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Enhanced Partnership Board

Tuesday, 21 March 2023

Update on Mayor's priorities

Is the paper exempt from the press and public?	No
Reason why exempt:	Not applicable
Purpose of this report:	Discussion
Is this a Key Decision?	No
Has it been included on the Forward Plan of Key Decisions?	Not a Key Decision

Director Approving Submission of the Report:
John Dowie, Executive Director Infrastructure and Place

Report Author(s):
Nick Brown, Project Director, Bus Partnerships

Executive Summary

The Enhanced Partnership (EP) has agreed to a range of deliverables and commitments to improve bus services in South Yorkshire, consistent with the aspirations in the Bus Service Improvement Plan (BSIP). The Mayor has identified two particular priorities for focus over the next 3 months:

- The improvement of real time information available on a mobile phone.
- Ticket simplification.

A separate paper to the EP Board provides an overall update of progress in delivery of the EP Programme. This paper provides specific focus on these two priorities and seeks the continued commitment of operators.

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

The EP has been created to achieve a step change in the performance of the bus network in the South Yorkshire region. In time, its success will significantly enhance the passenger experience for public transport users. This in turn will support growth in bus patronage and help it to achieve long-term financial sustainability.

Recommendations

It is recommended that:

1. Board members note the update provided in this paper.
2. Operators continue and intensify efforts to achieve a very high rate of tracking of buses.
3. All parties continue the current engagement on ticket simplification and work to ensure multi-operator ticketing becoming the preferred ticket for the majority of consumers based on price and simplicity.

1. Background

1.1 This paper updates the Board on progress with two Mayoral priorities in the EP Programme:

- The improvement of real time information available on a mobile phone.
- Ticket simplification.

2. Real time (live departure) information on a mobile phone

2.1 Bus users have clearly stated as part of the work on the Bus Promise that real time/ live departure information is very important, particularly in an environment where punctuality is poor. If a bus is not on time, passengers must have access to accurate live departure information on where the bus is and when it will actually depart from their stop. Some bus stops in South Yorkshire have live departure displays. However, this information is needed before a person reaches the stop, so they can delay leaving home if the bus is late. It is also required for stops where there is no display. For both reasons, this means being able to access live departure information on a mobile phone.

2.2 Some bus operators provide real time information about their services on their own operator apps. Network-wide live departure information is also available on a mobile phone through the TSY website. This is most easily done by scanning the QR code (available at almost every bus stop), which takes the user directly to the relevant pages on the TSY website for that stop. However, there are a number of issues with the system:

- The website is not designed for mobile phone use, and the customer interface is not user-friendly.
- A number of desirable functions are not provided. These include:
 - A map showing the actual location of the bus.
 - The ability to bookmark a stop easily, without needing to rescan the bus stop QR code each time.

- Information on how many minutes late the bus is, and the expected departure time, rather than an indication simply that the bus is running (or not running) on time.
- The accuracy of the system is poor. This is caused by two problems:
 - Only around 85% of buses are correctly tracking at any one time. This is for a number of reasons, including lack of compatible equipment on some buses, equipment failure, driver error, GPS drift and occasional lost GPS signals.
 - Cancelled buses not being logged in the system, leading to “ghost buses”.

2.3 The ultimate aim is to provide live departure information for all operators’ services on a mobile phone through a TSY app. However, the procurement and development of such an app will take several months and is driven by the need for app-based ticket retail sales for the tram when SYMCA takes over tram operations in March 2024. In the meantime, a programme of work is underway to improve web-based live departure information as follows:

- A strong initiative with operators to improve the accuracy of vehicle tracking. This involves equipping vehicles that do not currently have compatible tracking equipment, improving data feeds, making sure drivers configure trackers correctly, and ensuring that cancelled services are logged in the system as being cancelled.
- Development of the TSY website to make it more mobile-responsive, and to introduce new tools such as map-based vehicle tracking and bookmarking.

2.4 This programme is expected to deliver significantly improved live departure information on a mobile phone by May 2023, and it is intended that this is “launched” for passengers at that time. We expect to have a TSY app through which live departure information for bus can be delivered by March 2024, and on tram by mid-late 2024.

2.5 Operators are requested to continue to strongly support the programme of work to improve real time vehicle tracking as a high priority.

3. Ticket simplification

3.1 There are currently a large number of ticket types available to passengers in South Yorkshire. The complexity of tickets is a constraint on new users using buses, as it is hard to be certain one has the right product offering the best value for money. Where tickets are purchased on-bus, the complexity of tickets also increases the time it takes for passengers and drivers to identify the best product, slowing down boarding times.

3.2 Currently in South Yorkshire, single operator products are invariably cheaper than the multi-operator equivalent. Removal of single-operator products is therefore only desirable for passengers that otherwise would buy a single-operator product if it is accompanied by a reduction in the price of the multi-operator equivalent. There is a commitment in the EP Scheme to review premium levels on multi-operator ticket products.

- 3.3 The ticket simplification work to date has started to map product types, identify which single operator products could be removed, and model the price point to which multi-operator products would need to be reduced to ensure that few if any passengers are disadvantaged.
- 3.4 At the time of writing, it is too early to report the results of this exercise. However, the early indications are that if no passengers are to be financially disadvantaged, there is likely to be negative impact on bus operator revenues for some or all operators. The scale of these impacts has yet to be determined.
- 3.5 It is intended, by the date of the EP meeting, to have some definitive conclusions on the impact of removal of single operator products at various price points. The EP will work to ensure multi-operator ticketing becoming the preferred ticket for the majority of consumers based on price and simplicity.
- 3.6 A separate workstream is being undertaken to improve 'TicketFinder'. This tool on the TSY website guides a passenger to the best ticket through a series of questions. While this work will make finding the best ticket easier, it is not seen as a substitute for greatly simplifying the number of products available.
- 3.7 By 2024-25 we expect the bus system to move to a multi-operator Tap and Cap environment, whereby passengers will not need to select a particular ticket product. Instead, when the passenger taps on and off the bus with a contactless bank card, smartcard or mobile app, the "system" will cap the passenger's fare at the best ticket type based on actual usage. This will simplify the user experience and speed up boarding times. However, it still requires ticket products and prices to be in place and does not take away the importance of simplifying tickets in the meantime.

4. Recommendations

- 4.1 It is recommended that:
1. Board members note the update provided in this paper.
 2. Operators continue and intensify efforts to achieve a very high rate of tracking of buses.
 3. All parties continue the current engagement on ticket simplification and work to ensure multi-operator ticketing becoming the preferred ticket for the majority of consumers based on price and simplicity.

5. Consultation on Proposal

- 5.1 Not applicable as a discussion paper only.

6. Timetable and Accountability for Implementing this Decision

- 6.1 Not applicable as a discussion paper only.

7. Financial and Procurement Implications and Advice

- 7.1 Not applicable as a discussion paper only. Any financial implications resulting from schemes and proposals referred to in this paper will be subject to their own

financial and policy approval processes (e.g. through Transport and Environment Board).

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9. Human Resources Implications and Advice

9.1 Not applicable as a discussion paper only.

10. Equality and Diversity Implications and Advice

10.1 Not applicable as a discussion paper only.

11. Climate Change Implications and Advice

11.1 Not applicable as a discussion paper only.

12. Information and Communication Technology Implications and Advice

12.1 Not applicable as a discussion paper only.

13. Communications and Marketing Implications and Advice

13.1 Not applicable as a discussion paper only.

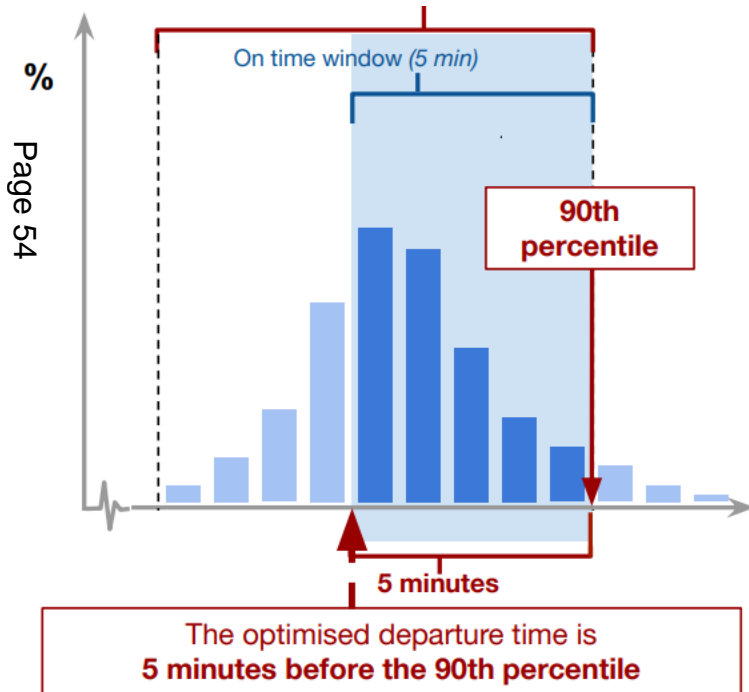
14. List of Appendices Included

None

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- The FlowOS approach to running time generation is fundamentally robust as it relies on **percentiles** and **probability**.
- Though averages can give a good and quick indication of likely running times, they are fundamentally flawed as they satisfy neither the probable worst case or optimal times.

Robustness whilst removing slack



- Allocating the 90th percentile goal would certainly deliver good OTP but would result in excess slack and slowing of customer journeys.

We need another step to get the best balance between cost/slack and punctuality

- To do this, the system allocates the fastest possible time that would still deliver 90% OTP in the event of 5 (or 4/3/2) minutes late running.
- Gives the best running times whilst ensuring 90% OTP is still achieved in worst case.
- In this example, the most common running time is allocated but with the insurance that it will still be 90% OTP in the event of late running.
- We control of both the percentile 'benchmark' as well as on-time window or 'buffer'.

Relationship to our inputs

DEFAULT TARGETS

Default OTP level

Default OTP thresholds

Default recovery level

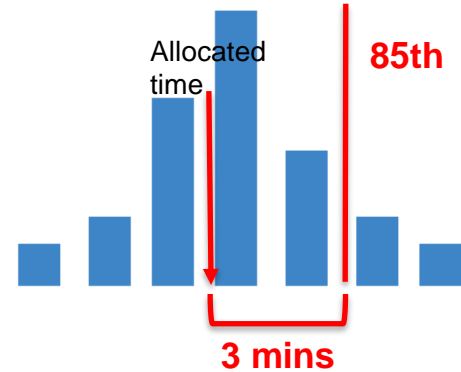
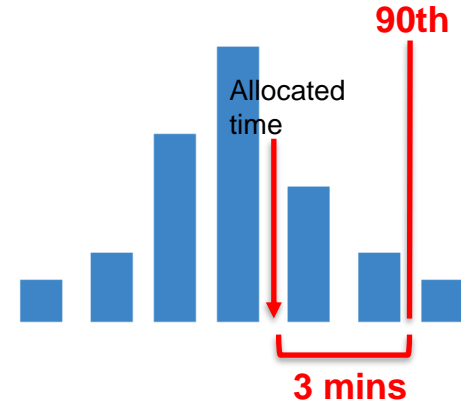
Page 55

DEFAULT TARGETS

Default OTP level

Default OTP thresholds

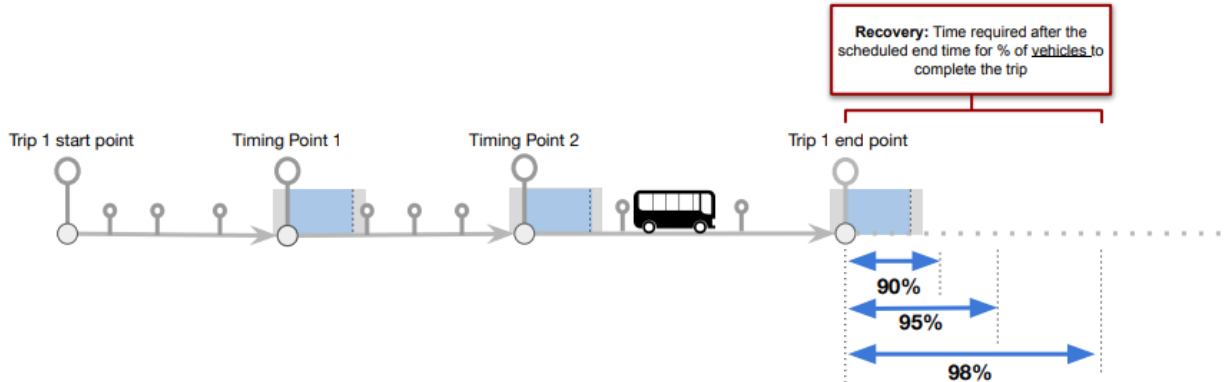
Default recovery level



Recovery time

Recovery times are calculated in a similar way, and specify how long it will take for 90%-98% of vehicles to complete the trip.

Page 56



- As times generated are balanced between the optimal time and the TC window, it is crucially important that a high percentage of trips STA on-time.
- To solve this, there is a final piece of analysis done by the system that dictates the minimum recovery time for x% of trips observed to start their next trip on time.
- As the running times given allow for potential lateness of 5 (or whatever window given), the recovery time is generally at least greater than that 5 minutes (or whatever window given).

The trade-off: What levers can we pull?

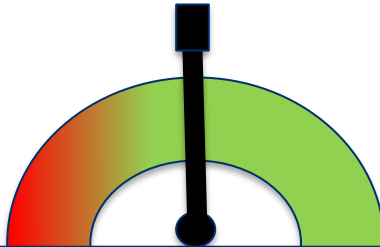
Resource/PVR



Impact on customer: Nil

- Simply make the case for adding the resource
- Might be a consideration for 'flagship' services

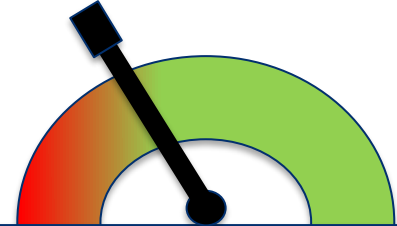
Frequency



Impact on customer: Med

- Allow frequency to flex +/- 2 minutes of desired
- Allow buses to step-back, missing trips in the hour

OTP



Impact on customer: High

- Increase OTP 'window'
- Reduce timing point OTP
- Or both
- Definitely not pinching time out of timeband to make it work on paper!

Doncaster 15: Clay Lane to Edlington



Last week's OTP: 85%

05:55: 43 mins

06:15: 43 mins

06:35: 44 mins

06:50: 48 mins

07:05: 53 mins

07:20: 53 mins

07:35: 58 mins

07:55: 63 mins

08:15: 63 mins

08:35: 58 mins

08:55: 53 mins

09:10: 53 mins

09:25: 53 mins

09:40: 53 mins

09:55: 53 mins

Service No.:	15	15	15	15	15	15	15	15	15	15
Notes:										
Clay Lane Estate, Jefferson Ave - 370045343	----	----	0555	0615	0635	0650	0705	0720	0735	0755
Wheatley, Beckett Rd - 370045136	----	----	0601	0621	0641	0656	0713	0728	0745	0805
Doncaster Intc [A8] arr - 370010245	----	----	0613	0633	0653	0706	0728	0743	0803	0823
Doncaster Intc [A8] dep - 370010245	0506	0536	0616	0636	0656	0711	0731	0746	0806	0826
Warmsworth, Cecil Hotel - 370045161	0517	0547	0627	0646	0707	0726	0746	0801	0821	0844
Edlington, Hatter Dr - 370045207	0527	0557	0638	0658	0719	0738	0758	0813	0833	0858

Service No.:	15	15	15	15	15	15	15	15	15	15
Notes:										
Clay Lane Estate, Jefferson Ave - 370045343	0815	0835	0855	0910	0925	0940	0955	1010	1025	1040
Wheatley, Beckett Rd - 370045136	0825	0845	0903	0918	0933	0948	1003	1018	1033	1048
Doncaster Intc [A8] arr - 370010245	0843	0903	0918	0933	0948	1003	1018	1033	1048	1103
Doncaster Intc [A8] dep - 370010245	0846	0906	0921	0936	0951	1006	1021	1036	1051	1106
Warmsworth, Cecil Hotel - 370045161	0904	0921	0936	0951	1006	1021	1036	1051	1106	1121
Edlington, Hatter Dr - 370045207	0918	0933	0948	1003	1018	1033	1048	1103	1118	1133

Sheffield 24: Woodhouse to Lowedges



Last week's OTP: 85.7%

Page 59

Service No.:	24	24	24	24	24	24	24	24	24	24
Notes:										
Woodhouse, Cross St - 370020349	0530	0600	0620	0640	0700	0720	0740	0800	0820	0840
Castlebeck Ave, Lidl - 370023229	0545	0615	0635	0700	0720	0740	0800	0823	0843	0858
Manor Park Centre Shops - 370023232	0548	0618	0638	0703	0725	0745	0805	0828	0848	0903
O2 Academy [AG9] arr - 370022801	0600	0630	0650	0715	0737	0757	0822	0840	0900	0915
O2 Academy [AG9] dep - 370022801	0602	0632	0652	0717	0739	0759	0824	0842	0902	0917
Queens Road, Asda - 370023291	0612	0642	0702	0727	0749	0809	0834	0852	0912	0927
Woodseats, Abbey Lane - 370021440	0626	0656	0716	0741	0803	0823	0848	0906	0926	0941
Lowedges, The Grennel Mower - 370020434	0636	0706	0726	0751	0816	0836	0901	0916	0936	0951
Service No.:	24	24	24	24	24	24	24	24	24	24
Notes:										
Woodhouse, Cross St - 370020349	0900	0915	0930	0945	1000	1015	1030	1045	1100	1115
Castlebeck Ave, Lidl - 370023229	0915	0930	0945	1000	1015	1030	1045	1100	1115	1130
Manor Park Centre Shops - 370023232	0918	0933	0948	1003	1018	1033	1048	1103	1118	1133
O2 Academy [AG9] arr - 370022801	0930	0945	1000	1015	1030	1045	1100	1115	1130	1145
O2 Academy [AG9] dep - 370022801	0932	0947	1002	1017	1032	1047	1102	1117	1132	1147
Queens Road, Asda - 370023291	0942	0957	1012	1027	1042	1057	1112	1127	1142	1157
Woodseats, Abbey Lane - 370021440	0956	1011	1026	1041	1056	1111	1126	1141	1156	1211
Lowedges, The Grennel Mower - 370020434	1006	1021	1036	1051	1106	1121	1136	1151	1206	1221

05:30: 66 mins

06:00: 66 mins

06:20: 66 mins

06:40: 71 mins

07:00: 76 mins

07:20: 76 mins

07:40: 81 mins

08:00: 76 mins

08:20: 76 mins

08:40: 71 mins

09:00: 66 mins

09:15: 66 mins

09:30: 66 mins

09:45: 66 mins

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Enhanced Partnership Board

Tuesday, 21 March 2023

Update on Bus priority measures

Is the paper exempt from the press and public?	No
Reason why exempt:	Not applicable
Purpose of this report:	Discussion
Is this a Key Decision?	No
Has it been included on the Forward Plan of Key Decisions?	Not a Key Decision

Director Approving Submission of the Report:
John Dowie, Executive Director Infrastructure and Place

Report Author(s):
Nick Brown, Project Director, Bus Partnerships

Executive Summary

Delivering a programme of bus priority measures is a key part of the Enhanced Partnership (EP) programme. It reflects that reducing the impact of congestion on buses simultaneously makes bus use more attractive, encourages mode shift from the car, and helps to make bus services financially more sustainable.

South Yorkshire is fortunate in having significant levels of capital funding, primarily under the TCF and CRSTS funding programmes, to implement bus priority measures.

This report outlines that the larger capital projects to improve bus priority are largely being implemented successfully. However, certain schemes in Sheffield have attracted considerable controversy and there has been less progress in developing and implementing a more comprehensive programme of smaller bus priority measures. In part, this reflects resourcing and capacity issues within the relevant authorities. Nonetheless, efforts are currently being made to reinvigorate District level discussions on bus priority measures, to ensure that the funds available are fully utilised in this important part of the overall EP programme.

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

The Enhanced Partnership has been created to achieve a step change in the performance of the bus network in the South Yorkshire region. In time, its success will significantly enhance the passenger experience for public transport users. This in turn will support growth in bus patronage, and help it to achieve long-term financial sustainability.

Recommendations

It is recommended that:

- 1 Board members note the update provided in this paper.
- 2 All partners continue and step up engagement on delivering bus priority programmes at the district level, to maximise the benefits to bus services and ensure that available funds are fully utilised.
- 3 Once identified, additional bus priority schemes are added into future variations to the EP Scheme.
- 4 The EP Board receives regular reports on delivery of bus priority programmes.
- 5 A senior level meeting is arranged between SYMCA and the four Local Authorities together to discuss the bus priority programme.

1. Introduction

- 1.1 This paper updates the Board on progress with delivering bus priority measures in South Yorkshire, and encourages partners to step up the programme of delivery.

2. The importance of delivering bus priority measures in achieving mode shift and a financially sustainable bus network

- 2.1 Providing buses with priority through congestion is an important way to improve bus punctuality, in combination with other measures such as rescheduling, driver recruitment and speeding up boarding times. Bus priority can deliver shorter journey times, so reducing the number of vehicles required to operate a service frequency, allowing frequency increases or redeployment of resources elsewhere. Enabling buses to avoid the worst areas of congestion is also a powerful and visible way to attract car drivers to using the bus, while simultaneously making bus services less expensive to operate. For this reason, implementing bus priority measures is one of the key components of the EP programme. SYMCA has been successful in recent years in securing government funding for a programme of bus priority measures under the TCF and CRSTS funding programmes.

- 2.2 Providing buses with priority can include a number of options:
- Creating new bus lanes and junction improvements, either by reallocating existing road space or by adding new capacity
 - Extending the operating hours for existing bus lanes, reflecting that the peak periods for congestion are widening
 - Increasing the enforcement of bus lanes (and other offences that impede buses). This relates primarily to unauthorised vehicles using bus lanes, and illegal parking. Enforcement may be aided by traffic regulations to introduce red zones and other measures; by Councils seeking moving traffic enforcement powers under the Traffic Management Act; and through the use of camera technology.
 - Signal priority – either for late running buses, or for all buses.

- Bus gates to restrict other users from specific parts of the network.

2.3 The introduction of bus priority measures can be unpopular with some sectors of the community. In particular:

- Some car drivers and other road users may object to priority being given to buses, particularly where road space is reallocated to a bus lane.
- Drivers that break bus lane regulations by using or parking in bus lanes and are subject to enforcement action are unlikely to be supportive.
- Local businesses may object to bus lanes and parking restrictions if they consider these will impede footfall to their businesses, or their ability to load and unload goods.
- Residents may be concerned about access to their properties, and their ability to park.

2.4 Nonetheless, it is essential that ways are found to give buses priority through congestion, as making buses more attractive to car users and achieving mode shift is such a fundamental part of the transport strategy for the region. Where necessary, measures will need to be identified to mitigate the effect on those negatively impacted. Without significant mode shift, we can expect buses to continue to require high levels of public funding if core networks that meet the needs of those that have no choice but to use the bus are to be maintained.

2.5 It is important that measures are focused on locations where they can make the greatest difference. This is a combination of where congestion levels and delays to buses are the greatest (congestion hotspots); and the bus routes that carry the greatest number of people. SYMCA is developing the key public transport routes network that will help in the prioritisation process. SYMCA and bus operators also now have the ability to use bus tracking information to identify congestion hotspots and to correlate this information with bus route patronage information to determine where bus priority measures will be most effective.

3. Delivery of the EP bus priority programme

3.1 The EP has made a significant commitment to delivery of bus priority measures:

The EP Scheme contains the following commitments:

Enhanced Partnership Scheme Components	Lead	Delivery date
A61 bus priority road widening scheme	SYMCA	31/03/2024
A630 Doncaster bus scheme with traffic signal technology	SYMCA	30/04/2023
New iPort bridge	SYMCA	31/03/2024
Improving bus service punctuality in Barnsley	BMBC/ SYMCA	31/03/2023

The Refreshed EP contains the following:

Refreshed EP Components	Lead	Delivery date
Bus priority – £35m TCF and £103m CRSTS funding directed to key bus bottlenecks, supported by improved data hot-spot analysis	Councils/ SYMCA	After November 2023

Consistent bus lane operational times (0700 - 1900, 7 days) with camera enforcement	Councils	By November 2023
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3.3

Progress to date is summarised as follows:

- The four identified projects in the EP Scheme are all on target, other than Phase 2 of the A61 bus priority scheme which has been deferred due to land assembly issues. There are some risks of delay on the A61 Phase 1 scheme, in part to the potential discovery of otters in the vicinity.
- There has been slower progress in delivering a wider programme of smaller bus priority measures.
- In some cases, the momentum behind bus priority and congestion hotspot discussions at District level with Councils and operators has stalled during the Covid period. Where this is the case, these are being reinvigorated.
- There remain unallocated funds in the CRSTS programme. We have started a process to allocate this funding to appropriate bus priority and wider bus improvement measures.
- We are not aware of any changes to bus lane operational times since the EP started.
- Doncaster has introduced digital enforcement provisions at various bus gates and bus lanes across the City Centre. Plans to improve enforcement with additional cameras in Sheffield are under consideration.
- Three of the four Councils (Sheffield, Rotherham and Doncaster) have started the process to take on additional moving traffic offence enforcement powers under the Traffic Management Act. This will assist enforcement for some bus priority-related offences in the future, if granted by Parliament.
- Sheffield City Council has actively pursued a programme of signal priority measures. Work on adopting a similar approach in other districts has started.
- Certain schemes in Sheffield in particular have attracted significant controversy, we need collectively to work together to make the case, including demonstrating the benefits for bus users, and develop mitigation measures for those negatively affected.

4. Recommendations

It is recommended that:

- 1 Board members note the update provided in this paper.
- 2 All partners continue and step up engagement on delivering bus priority programmes at the district level, to maximise the benefits to bus services and ensure that available funds are fully utilised.
- 3 Once identified, additional bus priority schemes are added into future variations to the EP Scheme.
- 4 The EP Board receives regular reports on delivery of bus priority programmes.
- 5 A senior level meeting is arranged between SYMCA and the four Local Authorities together to discuss the bus priority programme.

5. Consultation on Proposal

5.1 Not applicable as a discussion paper only.

6. Timetable and Accountability for Implementing this Decision

6.1 Not applicable as a discussion paper only.

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12.1 Not applicable as a discussion paper only.

13. Communications and Marketing Implications and Advice

13.1 Not applicable as a discussion paper only.

14. List of Appendices Included

14.1 None

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