

Saturday, 29 April 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, 9 May 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, 9 May 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 and Apologies	Chair	
2.	Minutes & actions of the previous meeting	Chair	5 - 24
3.	Enhanced Partnership Programme Delivery Update	Nick Brown	25 - 56
4.	Enhanced Partnership Forum Update / Approval of Customer Charter	Dawn Badminton-Capps	57 - 62
5.	Items of Confidentiality	Chair	
6.	Any Other Business	Chair	

Date of next meeting: Tuesday, 4 July 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, 21 MARCH 2023 AT 2.00 PM****SOUTH YORKSHIRE MCA, 11 BROAD STREET WEST,
SHEFFIELD, S1 2BQ****PRESENT:**

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

IN ATTENDANCE:

Nick Brown
 Tim Taylor
 Ellen Hinsley
 Kevin Belfield

Bus Partnerships Project Director
 Director of Public Transport Operations
 Minute Taker
 Commercial Director

SYMCA Executive Team
 SYMCA Executive Team
 SYMCA Executive Team
 First Yorkshire

APOLOGIES:

None

42 Chair's Welcome & Apologies

The Chair welcomed all to the meeting.

43 Minutes & Actions of the Previous Meeting

Regarding Minute No. 39a, the First Representative advised that following the previous meeting he had found that there was no policy in place within First to provide onward travel for wheelchair users. This had been raised internally and was currently being explored.

It was noted that a Wheelchair Promise was intended to be included in the Customer Charter, the final version of which was planned to be presented to the next meeting of the Board.

ACTION: The First Representative to seek to resolve internal agreement for the onward travel for wheelchair users in time for the next Board meeting.

RESOLVED that the minutes of the meeting held on 31 January be approved.

44 **Update on EP Programme Delivery**

The Bus Partnerships Project Director informed the Board of progress against agreed targets and deliverables to improve bus services.

The current network performance was still failing to meet the Enhanced Partnership (EP) targets:

- 61m passenger journeys per year (target of 77m).
- 78.9% punctuality (target of 95%).
- 97.5% reliability (target of 99.5%).

There had been good progress in areas such as the installation of bus shelters and real time displays, electric buses, and new ticketing equipment. However, there were concerns around the lack of progress in network development, punctuality, and ticket simplification.

The Executive Director of Infrastructure & Place added that a critical part of turning the network around and improving public perception would be operators attempting growth initiatives. In response, operators advised that the last year had been focussed on recovery and although capacity had now improved, it was not yet feasible to look at expansion. The development of the network was a longer term goal.

The Chair also challenged operators on the progress of the deliverables assigned specifically to them as many operator owned actions had stalled.

Cllr Read also requested that EP commitments to progress a Demand-Responsive Transport pilot be recognised and that a location in the region be identified along with suitable funding to commence service testing.

ACTION: The Executive Director of Infrastructure & Place to explore alternative funding options to run a Demand Responsive Transport (DRT) pilot scheme.

The Bus Partnerships Project Director advised that work on the development of a single source of journey planning information was ongoing with potential providers currently being explored. The Bus Users Representative highlighted that the EP Forum had identified this as a key priority.

The First fleet had been fitted with 'tap and cap' technology but was not planned to be switched on until Government's £2 fare cap came to an end. Although Stagecoach was rolling out 'tap and cap' nationally, it had not yet been confirmed when the technology would be implemented on their South Yorkshire fleet.

ACTION: The Stagecoach Representative to write to the Chair, setting out the plan for the delivery of 'tap and cap' within Stagecoach.

The MCA exploring the procurement of a number of electronic ticketing machines (ETMs) which could be leased out to smaller operators where they

were not yet installed. It was noted that ETMs also tracked vehicles in real time and would therefore improve the accuracy of this data.

On ticket simplification, TravelMaster products were being reviewed to try and make these tickets more attractive to passengers and prompt a shift in sales. This could then provide a justification for operators to withdraw their own equivalent products.

ACTION: A Working Group, including the Executive Director of Infrastructure & Place, the Bus Partnerships Project Director, Operator and TravelMaster Representatives to be set up to look at progressing the EP scheme and refreshed EP programme deliverables. An update to be provided to the next meeting.

ACTION: The Bus Partnerships Project Director to arrange a meeting with appropriate local authority colleagues to discuss bus priority measures and agree a coordinated approach.

RESOLVED 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 to be in a state of crisis.
3. Operators to 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.

45 **Update on Mayor's Priorities**

The Board were updated on the progress of two Mayoral priorities in the EP Programme, ticket simplification and the improvement of real time information available on a mobile phone.

A programme of work was underway to improve live web-based information which was expected to deliver improved real time data on a mobile phone by May 2023. A Travel South Yorkshire (TSY) app was planned to follow by March 2024 driven by the need to deliver tram retail. This will include wider information functions for bus and tram including real time by mid-late 2024.

The work on ticket simplification had focused on mapping product types, modelling the price point to which multi-operator products would need to be reduced to ensure no passengers are disadvantaged should operators decide to remove operator-own tickets. Early indications were that there would be negative impact on operator revenues if no passengers were to be financially disadvantaged.

The Director of Public Transport Operations added that another option to explore as part of fare simplification would be the prices of the single fare stages given the success of the fare cap. A transition to a sustainable model would be needed once the Government scheme came to an end as currently planned in June 2023.

RESOLVED 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.

46 **Operational Group Update**

46a **Use of Prospective Scheduling Software to Improve Punctuality**

(K. Belfield joined the meeting online.)

The Board received an item on First's use of scheduling software to improve punctuality.

The software allows an operator to select a desired punctuality performance and frequency, and recommends an optimised timetable and the vehicle numbers required as a consequence. This clarifies trade-off choices between punctuality, frequency, journey times and resource requirements.

In response to questions, it was confirmed that trials conducted in other areas had been positively received. In South Yorkshire, First was currently in the process of registering services and it was anticipated that the effects would be seen soon after implementation. Services which were being chosen to trial the system were those where punctuality was consistently poor.

ACTION: The First Representative to provide an update on the use of Prospective Scheduling Software, confirm when it is planned to be implemented in South Yorkshire and its effects on punctuality to be brought to the September meeting.

RESOLVED that the Use of Prospective Scheduling Software to Improve Punctuality be noted.

(K. Belfield left the meeting.)

46b **Antisocial Behaviour Update**

The Director of Public Transport Operations outlined the measures being taken to address the recent increase in antisocial behaviour across public transport network, in particular:

- Missiles had been thrown at buses in Thurnscoe which had led to shortened services in the area since October 2022.

In response, a multi-agency response group had been convened to coordinate on the issue as well as directly tackling the perpetrators. It was hoped that evening services would resume in the area the following month.

- At Barnsley Interchange, a number of incidents of violence and disorder between groups of young people had been recorded between late 2022 and early 2023.

To address this the MCA had increased the levels of security staff on site and South Yorkshire Police had engaged with the known individuals.

Operators welcomed the multi-agency approach and noted their thanks to the MCA and partners.

RESOLVED that the Antisocial Behaviour Update be noted. Post-meeting note: services are to be reinstated in Thurnscoe area to 9pm from 17 April 2023.

47 **EP Forum Update**

47a **EP Forum Updates**

The Board was provided with an update on the work of the EP Forum, including:

- The Terms of Reference had been updated to clarify the role of the Forum.
- It was felt that membership was representative of South Yorkshire and consistency in attendance had improved.
- The work on the Customer Promise was almost complete and covered all stages of the journey from planning to completion.
- Simplified ticketing had been identified as a key priority.
- Concerns had been raised that no bus review of the network had been undertaken to get the public's views on where people want to travel by bus.
- The Forum was keen for their feedback to be taken into account and considered by the Board.

The Director of Public Transport Development advised that a suggestion had been made to provide QR codes on board buses which would link to the web-based real time data once launched. This was supported by Members who also emphasised the importance of communicating the launch with the travelling public.

ACTION: The Director of Public Transport Operations and Bus Partnerships Project Director to plan the dates of any proposed future network changes and the related stakeholder engagement periods into the EP Forum meeting schedule to ensure adequate contribution from the Forum and operators.

RESOLVED that the EP Forum Update be noted.

48 **Development Group Update**

48a **Update on Bus Priority Measures**

The Board was updated on progress with delivering bus priority measures in South Yorkshire.

Providing buses with priority was an important way to improve punctuality across the network, delivering shorter journey times and making services less expensive to run. Enabling buses to avoid the worst areas of congestion was also a visible way to attract people to public transport and bring in more farebox revenue. Therefore, implementing bus priority measures was one of the key components of the EP programme.

ACTION: Members suggested that a bus priority plan for the network as a whole be considered at the meeting to be arranged with local authority colleagues (above). Progress to be reported at the next meeting.

RESOLVED 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.

49 **Items of Confidentiality**

None.

50 **Any Other Business**

The Board was informed that Bus Users UK would be promoting September as the second "Catch the Bus" month and welcomed any involvement from Members.

The CPT Representative raised the possibility of a representative from TM Travel attending future meetings in an observer capacity.

ACTION: The Director of Public Transport Development to explore the possibility of a representative from TM Travel attending future meetings, either with voting rights or in an observer capacity.

The Chair thanked all for their attendance and contributions and closed the meeting.

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

Signed

.....
Name

Position

Date

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Enhanced Partnership Board

Action Log from 21 March 2023

Open and Recently Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
21/03/2023	50	<p>Any Other Business</p> <p>The Director of Public Transport Development to explore the possibility of a representative from TM Travel attending future meetings, either with voting rights or in an observer capacity.</p>	Pat Beijer	Discussing future representation with CPT.	Ongoing
21/03/2023	48	<p>Update on Bus Priority Measures</p> <p>Members suggested that a bus priority plan for the network as a whole be considered at the meeting to be arranged with local authority colleagues (at Minute No 44). Progress to be reported at the next meeting.</p>	Nick Brown	To be included in the meeting of transport portfolio holders referenced below (minute 44(iv)).	Ongoing
21/03/2023	47a	<p>EP Forum Updates</p> <p>The Director of Public Transport Operations and Bus Partnerships Project Director to plan the dates of any proposed future network changes and the related stakeholder engagement periods into the EP Forum meeting schedule to ensure adequate contribution from the Forum and operators.</p>	Tim Taylor & Nick Brown	Raised at EP Forum on 18 April 2023	Ongoing
21/03/2023	46a	<p>Use of Prospective Scheduling Software to Improve Punctuality</p>	Ian Humphreys	Due to be considered at the September meeting.	Pending

Meeting Date	Minute No	Action	Action Owner	Update	Status
		The First Representative to provide an update on the use of Prospective Scheduling Software, confirm when it is planned to be implemented in South Yorkshire and its effects on punctuality to be brought to the September meeting.			
21/03/2023	44 (iv)	Update on EP Programme Delivery The Bus Partnerships Project Director to arrange a meeting with appropriate local authority colleagues to discuss bus priority measures and agree a coordinated approach.	Nick Brown	A meeting of transport portfolio holders has been proposed following local government elections.	Ongoing
21/03/2023	44 (iii)	Update on EP Programme Delivery A Working Group, including the Executive Director of Infrastructure & Place, the Bus Partnerships Project Director, Operator and TravelMaster Representatives to be set up to look at progressing the EP scheme and refreshed EP programme deliverables. An update to be provided to the next meeting.	John Dowie & Nick Brown	Working group established. Oral update on progress to be provided on 9 May 2023.	Ongoing
21/03/2023	44 (ii)	Update on EP Programme Delivery The Stagecoach Representative to write to the Chair, setting out the plan for the delivery of 'tap and cap' within Stagecoach.	Matt Kitchin		
21/03/2023	44 (i)	Update on EP Programme Delivery The Executive Director of Infrastructure & Place to explore alternative funding options to run a Demand Responsive Transport (DRT) pilot scheme.	John Dowie	To include in possible mini-BSIP bid for Doncaster; will review scope for tender top-slice as current bidding round is finalised.	

Meeting Date	Minute No	Action	Action Owner	Update	Status
21/03/2023	43	<p>Minutes & Actions of the Previous Meeting</p> <p>The First Representative to seek to resolve internal agreement for the onward travel for wheelchair users in time for the next Board meeting.</p>	Ian Humphreys		
31/01/2023	41 (ii)	<p>Any Other Business</p> <p>The Democratic Services Officer to add an item on Coach to an agenda of a future meeting.</p>	Ellen Hinsley	An item on Coach to be considered at a future meeting.	Pending
31/01/2023	41 (i)	<p>Any Other Business</p> <p>The Marketing Manager to share a marketing plan with the Board prior to the next meeting.</p>	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	<p>EP Forum Members - Changes Proposed</p> <p>The Director of Public Transport Development to further consider how best to secure health service representation whether from a Trade Union or the ICP.</p>	Pat Beijer		Ongoing
31/01/2023	39a	<p>Customer Charter (Transport Promise) Update</p> <p>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.</p>	Ian Humphreys	See Minute No.43 for progress.	Superseded by Minute No.43

Meeting Date	Minute No	Action	Action Owner	Update	Status
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 (ii)	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 (i)	Mayor's £2 Fare Cap 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.	Operators & Nick Brown	Operators considering flatter fares structure following end of £2 flat fare scheme. Operators have indicated trials of targeted, reduced fares over and above where fares would be positioned under this flatter structure are unlikely without public subsidy. Funding options being pursued.	Ongoing
29/11/2022	31c	2023 Fares Change 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.	Tim Taylor & Nick Brown.	Data provided by operators being analysed to identify impact of ticket removal at different price points for multi-operator products.	Work subsumed into Working Group identified in minute 44(iii) above.

Meeting Date	Minute No	Action	Action Owner	Update	Status
04/10/2022	26	Enhanced Partnership Scheme Progress Report The Director of Public Transport Development to provide a regular update on the progress of the DRT Scheme to the Board.	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	EP Targets Report Members to share their views on the appearance and content of the dashboard with the Director of Public Transport Operations.	All members	Awaiting feedback.	Ongoing

Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
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 on 21 March.	Complete
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 on 21 March.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
31/01/2023	37b	<p>Update on Punctuality & Comparison with 2019</p> <p>The Bus Partnerships Project Director to provide an update on the bus priority programme across the 4 districts to the March meeting.</p>	Nick Brown	Covered under agenda item 4.a: Bus Priority Measure Implementation on 21 March.	Complete
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
29/11/2022	31a	<p>October Bus Service Change Impacts on Enhanced Partnership Targets</p>	Tim Taylor	Circulated on 1 February.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
		The Director of Public Transport Operations to share the ticket types used to demonstrate the different prices across the country with operators.			
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> <p>The Director of Public Transport Development to produce an ambitious, targeted marketing plan using available data to ensure efficacy.</p>	Pat Beijer	Now included in Demand Recovery Action Planning.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
04/10/2022	22	<p>Towards a Patronage Recovery Action Plan</p> <p>The Democratic Services Officer to add the £2 fare cap to the agenda of the November meeting.</p>	Ellen Hinsley	An item on the £2 Flat Fare was added to the agenda of 29 November meeting.	Complete
04/10/2022	21	<p>Operator Plans for Bus Recovery Grant and Short-Medium Term Service Changes</p> <p>The Stagecoach Representative to update the Leader of Rotherham MBC on the Dearne Valley services.</p>	Matt Kitchin	Meeting held on 19 October.	Complete
04/10/2022	20	<p>Enhanced Partnership Operating Group Progress Report</p> <p>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.</p>	John Dowie	Letter sent on 16 November.	Complete
04/10/2022	20	<p>Enhanced Partnership Operating Group Progress Report</p> <p>The Director of Public Transport to develop an agreed schedule for significant service changes prior to the next meeting.</p>	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 the start of the academic year, and on the first Sunday after the Good Friday/Easter Monday	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
				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	<p>Approval of Variations to EP Schemes</p> <p>P Beijer to consider which variation option is best suited and prepare the EP Scheme Variation for EP Board approval in correspondence.</p>	Pat Beijer	Proposed EP Scheme Variation circulated to EP Board members on 15 September 2022 for approval by 30 September	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
				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
09/08/2022	11	EP Targets Report	Gabriella Kocsis	Added to the agenda.	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
		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.			
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
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	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
				a finalised list.	
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, 09 May 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 structure its discussions around a regular update on progress against agreed project deliverables and targets. This report provides a progress update since the last EP Board on 21 March 2023.

The paper focuses on the following areas where progress is behind schedule:

- Bus priority
- New service trials
- Demand response transport trial
- Identification of new park and ride sites and transport hubs
- Ticket simplification
- Introduction of multi-operator tap and cap electronic payment systems.

The paper also highlights that while patronage continues to grow slowly, and reliability is relatively close to target, punctuality has remained low at 78.6% (12 months average to March 2023). The target is 95%.

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 Board members:

1. Note the updates on the delivery of specific commitments in the EP programme and performance against agreed network targets provided in this paper.
2. In relation to the 6 key areas of delayed delivery highlighted in this report, agree any additional actions required over and above those set out in this paper.

1. Background

1.1 This paper updates the Board on progress against:

- The specific deliverables in the published EP Scheme (Appendix 1)
- Additional commitments in the Refreshed EP programme agreed by the EP Board on 29 November 2022 (Appendix 2)
- The network performance targets set out in the BSIP and EP Plan (Appendix 3).

2. Analysis

2.1 The following paragraphs provide commentary on the 6 key areas where delivery of agreed measures is significantly behind schedule – the areas identified as red in Appendices 1 and 2. In each case, the paper sets out which agency has lead responsibility, the reasons for the delay, an assessment of what would be required to get the project back on track, and proposed actions.

2.2 Bus priority

Lead

Bus priority schemes are primarily the responsibility of local authorities to deliver, although in the case of the A61, A630 Doncaster and iPort bridge projects, SYMCA is the lead agency. Bus lane enforcement and decisions on operating hours are the local authority's responsibility.

Causes of delays

Delays have been caused by a number of site factors and cost escalations. In addition, in some cases consultation has led to proposals being delayed or amended.

There have also been delays in implementing the proposal in the Refreshed EP of consistent bus lane operational times (0700 - 1900, 7 days) with camera enforcement. These are not yet standard across South Yorkshire.

What would be required to get the project back on track?

Progress in delivering bus priority measures requires delivery agencies to drive through agreed and funded proposals, while still taking account of consultation responses. Evidence of the economic impacts of bus priority measures, including on bus services, is important to inform these decisions. Funding is generally available, although some projects have experienced cost escalations. There is some unallocated CRSTS funding which could be considered for additional bus priority measures.

Proposed actions

Bus priority measures are a crucial part of making bus services more attractive and achieving mode shift. It is recommended the programme is not just retained but expanded, using a proportion of unallocated CRSTS funds, and informed by robust data on the key corridors where congestion affects the greatest numbers of bus passengers.

Council portfolio leaders are to be invited to a workshop following the local elections to consider the role of bus priority and the economic impacts on local businesses, bus services, passengers and other road users. SYMCA has initiated research to inform this discussion.

Bus operators are strongly encouraged to provide evidence in relation to specific proposals on the costs of congestion and the potential savings that bus priority will bring. They are also encouraged to enter into reinvestment agreements so that savings from the introduction and improvement of bus priority measures are ringfenced for improved bus frequencies and services in the local area.

2.3

Network development – trials of new services

Lead

The trialling of new commercial routes and route extensions is the responsibility of operators. SYMCA is responsible for augmenting the network through contracted services, and for seeking funding for these services from government.

Causes of delays

Operators have been clear that their focus is stabilising the current commercial network given the slow recovery in patronage since Covid (still 20% less than pre-Covid levels), the corresponding reduction in farebox revenue this has caused, and increases in input costs. The other key cause of commercial service reductions in the recent past, a shortage of drivers and other operational staff, has somewhat eased. Nonetheless, there have been no significant new commercial services or service enhancements since the EP was formed.

SYMCA has sought additional government revenue support for services, but this has to date been unsuccessful. The recent tender round has attempted to maximise the benefits from services that are supported given the limited funding available, and continuing need to support formerly commercial services that were cut in 2022. This has not allowed any significant service enhancements or expansions. Without an extension to the Bus Recovery Grant from July 2023, we anticipate further network contraction.

What would be required to get the project back on track?

Ultimately, sustained provision of new and enhanced commercial bus services will depend on attracting more fare-paying passengers to use bus services across the network. In the short term, operators are best placed to take commercial risks in enhancing services in order to grow patronage.

Increasing the size of the tendered network requires increased government funding.

Proposed actions

The EP programme should retain an expectation that operators take on commercial risk in order to grow the network.

Operators should review opportunities for augmenting their networks and discuss bilaterally with SYMCA what might be possible, when, and on what basis.

SYMCA will continue to seek additional government revenue support through all available channels.

2.4

Demand response transport trial

Lead

A trial of new demand responsive services is very unlikely to happen without public subsidy, given likely costs and revenues, as borne out by experience elsewhere. The lead for a DRT trial therefore rests with SYMCA as part of the tendered service portfolio.

Causes of delays

The proposal in the EP Scheme to initiate a DRT trial was explicitly subject to a successful LUF bid. Unfortunately, this bid was unsuccessful. It would be possible to fund the capital costs (vehicles and software) from unallocated CRSTS funding, but there is still a need to find alternative sources of revenue funding.

We will be looking at the opportunities to release funding for a DRT trial as part of the current tendering round, notwithstanding the severe pressure on the tendered services budget.

What would be required to get the project back on track?

Trialling new DRT service requires new revenue funding. Once funding has been identified, selection of an appropriate trial will focus on areas where mainstream services are difficult to support financially.

Proposed actions

SYMCA is continuing to pursue a bid to government for additional revenue support which would include funding for a DRT trial.

We will discuss with the MCA Board options for top-slicing resources from the current tendering round.

2.5

Identification of new park and ride sites and transport hubs

Lead

The identification of new park and ride sites and transport hubs is a shared responsibility between SYMCA and councils. Park and ride sites are significant investments that need to be carefully chosen as part of an integrated transport and land use strategy for the region. The lead for transport strategy is SYMCA, and the lead for land use planning is the local authority. The practical development of park and ride and transport hub proposals consistent with such a strategy is likely to be shared between councils and SYMCA.

Causes of delays

The current transport strategy and local transport plans do not provide a strong basis for developing new park and ride proposals. It is important to recognise that a number of the current park and ride facilities are significantly underutilised.

A new Local Transport Plan for South Yorkshire is in the early stages of development.

What would be required to get the project back on track?

There is a long lead time from identifying the strategic locations of potential park and ride sites to their funding, construction and servicing. This needs to sit within strategic transport and land use planning processes.

Proposed actions

It is proposed that future park and ride proposals are considered through the Local Transport Plan refresh process, and in conjunction with land use plans.

2.6

Ticket simplification

Lead

Operators are required to operate independently in decisions on tickets and fares. However, they are able to collaborate on multi-operator tickets, and in practice do so through TravelMaster. Responsibility for ticket simplification therefore rests primarily (and legally) with operators and the TravelMaster board.

SYMCA is able to influence ticket prices for passengers if it decides to subsidise part or all of the cost of commercial tickets, for example the £2 fare cap, the concessions scheme, and the 2021 “summer sale” of period passes.

There is a specific issue on the pricing of single tickets once the government £2 cap ends, as background single ticket pricing is currently complex. Again, this is a decision for operators, although SYMCA has modelled and shared a simplified fare structure that operators may be in a position to consider.

Causes of delays

SYMCA, key operators and TravelMaster have undertaken further discussions since the last EP Board on 21 March, as agreed at that meeting. These discussions have concluded:

- Multi-operator product prices would need to be reduced to attract significant numbers of passengers that currently purchase operator-own products. Operators are unlikely to remove their own products without such a price reduction, in part because this would force passengers onto higher-priced products.
- Reduced multi-operator product prices are likely to require subsidy. SYMCA does not have any specific budget for subsidy, but is exploring government funding.
- Even with a reduction in the price of multi-operator products, operators may not decide to remove their own products. This is because of the different geographical coverage of many operator-own tickets (eg into Derbyshire and West Yorkshire locations). Removal of these tickets would disadvantage travellers wishing to travel outside SY.
- Marketing of multi-operator products would help achieve some switch from operator-own products. However, the £2 fare experience suggests that many passengers are price-sensitive, and that they won't move voluntarily unless they perceive TravelMaster products to be better value-for-money.

What would be required to get the project back on track?

A significant simplification of tickets will require the removal of a large number of operator-own products following reduction in multi-operator ticket prices. The latter is likely to require subsidy, at least on a tapering basis.

Significant removal of operator-own tickets is also likely to require expansion of some multi-operator products to more closely match the geographic extent of some operator-own products into regions outside South Yorkshire.

Proposed actions

The following actions are proposed:

1. In the light of the SYMCA modelling, operators are encouraged to review their own single fare structures, and the potential adoption of common single fare zone boundaries. New fare structures would need to be in place at the end of the £2 fare cap, currently expected by July 2023.
2. TravelMaster is requested to evaluate whether any of its products could be removed or combined. TravelMaster is also requested to consider whether individual product prices across their product range could be reduced to the point that incentivises passengers to switch, and whether there is a case for subsidy. SYMCA will seek a response on these issues following the next TravelMaster Board meeting in May 2023.
3. Marketing of TravelMaster products, over and above operator-own passes, is proposed as part of the 2023/24 marketing programme to accelerate the process of passengers choosing the multi-operator option, and thereby provide a greater incentive for operators to decide to remove their own products.

2.7

Introduction of multi-operator tap and cap electronic payment systems

Lead

Operators are responsible for on-board electronic ticketing and sales equipment on commercial services. SYMCA has a role in relation to the requirements for

tendered services. In addition, SYMCA has responsibilities in relation to the operation of the concessionary pass scheme, the issuing of smartcard passes, and the operation of Ticket Vending Machines at interchanges. The government is supporting West Midlands Combined Authority/operators on the development of the Project Coral tap and cap ticketing framework for use across the country.

Operators and SYMCA have agreed under the EP to introduce tap and cap payments, initially for single-operator travel, but eventually to a full multi-operator tap and cap environment. Unless operators in South Yorkshire adopt a long-term flat fare policy following the end of the £2 fare cap, tap and cap is likely to require tap-off as well as tap-on readers.

Causes of delays

The EP Scheme adopted very ambitious targets for the rollout of tap and cap payment systems. First has installed the necessary on-board equipment, including tap-off readers, but has yet to activate due to the introduction and extension of the £2 fare cap which has reduced the benefits in the short term. Stagecoach and most other operators have yet to install tap and cap/tap on tap off readers.

There have also been delays in the government/operators' Project Coral, and there remain wider issues that need to be resolved at the national level, such as the adoption of standards for barcode specifications and ITSO-compliant mobile phone apps to allow stored value on mobiles.

What would be required to get the project back on track?

Introduction of multi-operator tap and cap requires remaining operators to equip their vehicles with the necessary equipment. This includes tap-off readers if flat fares are not to be adopted by operators in South Yorkshire, which would be challenging given the size and diversity of the network. It requires the conclusion of Project Coral nationally, and the adoption of a number of national standards. It also requires a commitment from all parties to the commercial negotiations that would be needed to underpin the back-office reimbursement system.

Proposed actions

It is inevitable that there will be further delays given the above issues. It is proposed to move as fast as possible once the national issues have been resolved, and once Stagecoach and other operators have installed the required on-board units.

3. Performance Dashboard

3.1 The performance dashboard in Appendix 3 highlights modest growth in passenger numbers (62 million rolling annual average, up from 61 million reported at the last EP Board meeting, and against a 2024/25 target of 77 million). There has also been a further small improvement to reliability, from 97.5% to 97.6% against a target of 99.5% (annual rolling averages).

Conversely bus punctuality has remained low at 78.6% (12 months average to March 2023). The target is 95%.

4. EP Scheme variation

- 4.1 It is proposed to develop a formal variation of the EP Scheme for consideration at the EP Board meeting on 4 July 2023. This will include potential addition of new proposals, deletion of completed proposals, and adjustment of delivery timelines where appropriate.

5. Recommendations

It is recommended that Board members:

1. Note the updates on the delivery of specific commitments in the EP programme and performance against agreed network targets provided in this paper.
2. In relation to the 6 key areas of delayed delivery highlighted in this report, agree any additional actions required over and above those set out in this paper.

6. Consultation on Proposal

- 6.1 Not applicable as a discussion paper only.

7. Timetable and Accountability for Implementing this Decision

- 7.1 Not applicable as a discussion paper only.

8. Financial and Procurement Implications and Advice

- 8.1 No financial or procurement decisions are recommended in this paper. Any financial implications resulting from schemes and proposals referred to in this paper will be subject to their own financial and policy approval processes.

9. Legal Implications and Advice

- 9.1 Not applicable as a discussion paper only.

10. Human Resources Implications and Advice

- 10.1 Not applicable as a discussion paper only.

11. Equality and Diversity Implications and Advice

- 11.1 Not applicable as a discussion paper only.

12. Climate Change Implications and Advice

- 12.1 Not applicable as a discussion paper only.

13. Information and Communication Technology Implications and Advice

- 13.1 Not applicable as a discussion paper only.

14. Communications and Marketing Implications and Advice

14.1 Not applicable as a discussion paper only.

15. List of Appendices Included

Appendix 1	Progress with EP Scheme deliverables
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Appendix 2	Progress with Refreshed EP deliverables
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Appendix 3	EP performance dashboard (April 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 (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
1.1	A61 bus priority road widening scheme	SYMCA	31/03/2024	Phase 1 delayed Phase 2 deferred, due to land assembly issues.	R	√
1.2	A630 Doncaster bus scheme with traffic signal technology	SYMCA	30/04/2023	Substantially complete. Estimated completion end of June	G	
1.3	New iPort bridge	SYMCA	31/03/2024	Scheme is under construction and on track to deliver	G	
1.4	Improving bus service punctuality in Barnsley	BMBC/ SYMCA	31/03/2023	Delivery of 7 'hotspot' bus priority schemes in Barnsley. Most are complete but the others have been delayed due to resourcing issues.	A	
1.5	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. Capital funding for vehicles and software may be available under CRSTS, but revenue support funding is not currently available. New funding options being pursued with government. Delivery timeline to be amended once funding has been identified and location of a pilot scheme chosen.	R	√

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
1.6	Review existing Voluntary Partnership Agreements and retain or enhance operational requirements	Operators	30/09/2022	Operators invited to review/confirm	A	

2. Improvements to planning/integration with other modes

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
2.1	Installation of 193 new real time information displays	SYMCA	31/03/2023	167 displays installed and working. 26 displays remain outstanding.	A	
2.2	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	The deliverable covers two separate interventions – real time information and bus priority signal triggers. Both use vehicle tracking, but only the latter involves UTMC. Wording to be clarified in next EP Scheme variation. Work is progressing to ensure all vehicles are tracked. An improved TSY website to be finalised in May 2023 will improve access to real time information on mobile phones, and provide vehicle location on a map. There has also been progress of bus signal triggers, with projects delivered in Sheffield and being developed elsewhere	A	
2.3	Ensure that real time data is provided to SCC for use in UTMC system to improve reliability and	SYMCA	31/03/2023	As above	A	

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
	customer information					
2.4	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 improvement options currently being evaluated. Aim is to have revised journey planner operational by March 2024, including as part of TSY app.	A	

3. Improvements to fares and ticketing Multi Operator Ticketing Schemes

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
3.1	Introduce/implement a 'tap and cap' system across the network, subject to the necessary technological solution being provided by 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.	R	√
3.2	Convert remaining on-bus electronic payment machines to contactless	Operators	31/03/2023	Included in LUF bid, but bid was unsuccessful. Proposed to fund remaining 40 vehicles from unallocated CRSTS/LNCTF funds, with all installations completed prior to the start of the academic year in September 2023.	A	
3.3	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. There are no firm proposals to date for ticket simplification on a commercial basis. Subsidy requirements being assessed.	R	√
3.4	Review premium levels on multi	Operators	TBC	Part of ticket simplification work above	R	√

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
	operator ticket products					
3.5	Price rises limited to once a year	Operators	30/09/2022	Ongoing.	G	

4. Higher Specification buses

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
4.1	Retain standards within existing Voluntary Partnership Agreements and include within new standard to be agreed	Operators	30/09/2022	Operators invited to review/confirm	A	
4.2	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	
4.3	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 of the vehicles and charging infrastructure has commenced.	G	

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
4.4	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.	A	

5. Improvements to passenger engagement

	Enhanced Partnership Scheme Components	Lead	Delivery date (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
5.1	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	
5.2	Commence work to agree a new Customer Charter to apply across the whole network (SYMCA)	SYMCA	30/09/2022	Charter due for consideration at EP Board on 9 May 2023	G	
5.3	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 (as amended by variations 1 and 2)	Comments	RAG rating	Specific discussion at meeting
6.1	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	
6.2	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	
6.3	Installation of at least 140 new shelters	SYMCA	31/03/2023	Of 117 Gainshare funded shelters, 116 have been installed. Remaining shelter delayed due to waiting for electrical works. Another 30 will be installed as part of the next phase of the programme, which will be complete by the end of May 2023.	A	

Appendix 2 - Refreshed EP Programme Progress Report

1. Stable, Reliable Network

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
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 commercial proposals to date. SYMCA is leading efforts to seek additional revenue support for bus services.	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	Work underway to clarify the correct process in competition law to progress proposals.	A	
1.3	Identify potential park and ride and transport hubs along existing bus corridors	MCA/Councils	M	H	No progress. Many current park and ride sites are under-utilised. Funding and availability of land are likely to be key issue. Requires a strategic approach through LTP and land use plans.	R	√
1.4	Review of bus stop locations/spacing by corridor to improve siting and journey times	MCA/ Operators	M	M	Reviews along key corridors planned as part of bus priority/punctuality programme. Some opposition to this proposal has been expressed at the EP Forum.	A	
1.5	Bus priority – £35m TCF and £103m CRSTS funding	Councils/ MCA	S	H	Mixed progress in delivery of major projects with allocated	R	√

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
	directed to key bus bottlenecks, supported by improved data hot-spot analysis				funds. Some projects have stalled. Large, complex programme of smaller bus priority/hotspot measures 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. MCA-funded driver training programme started in April.	G	
1.7	Maximise development contributions to invest in public transport	Councils and MCA	S	H	SYMCA Housing and Planning Team have earmarked member of staff to take forward.	A	
1.8	Schools Promise for education transport**	Operators and MCA	N/a	N/a	Consideration being given to including schools as signatories	A	

*Updated from 29 November presentation to EP Board

**Added since 29 November EP Board meeting

2. Better Customer Experience

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
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. Improved journey planner planned for inclusion with TSY app in March 2024.	A	
2.2	Tackle “lost buses” problem by ensuring all buses are tracked and cancelled buses are logged*	Joint	M	M	Programme of work under way to ensure all buses are being tracked, and ensure cancelled buses are notified to the real time system. Some delays in embedding cancellation procedures.	A	
2.3	Development of a common SYMCA Ambassador module for Certificate of Professional Competence (CPC) training	Joint	F	L	TBC	A	
2.4	Development of common bus stop standards for TSY, as part of TSY “single network identity”	MCA	F	L	Under development – completion by August 2023. This will be followed by classification of current stops to relevant standard, and programme to improve	A	

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
					stops to specified standard (subject to funding)		
2.5	Consistent bus lane operational times (0700 - 1900, 7 days) with camera enforcement	Councils	F/M	H	Some Councils have all-day bus lane operational times, others do not intend to implement. Enforcement is variable. SCC proposal for red routes currently on hold.	R	√
2.6	Capital programme of bus stop enhancements to standard, including improved customer information	MCA	M	H	Of 117 Gainshare funded shelters, 116 have been installed. Remaining shelter delayed due to waiting for electrical works. Another 30 will be installed as part of the next phase of the programme, which will be complete by the end of May 2023. 167 real time displays installed and working. 26 additional displays to be installed this financial year.	G	
2.7	Deliver programme of next stop AV announcement retrofits	Joint	M	H	No progress to date.	A	

*Updated from 29 November presentation to EP Board

3. Simpler, Less Complex And Better Value Fares

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
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 not led to operators identifying any significant opportunities to remove their own products without public subsidy to reduce the price of TravelMaster multi-operator products. Currently no funding available to provide this 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 available directly through First and Stagecoach's ticketing apps. Smaller operators provide hyperlinks to the TravelMaster website. SYMCA maintains 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	A	

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
					successful delivery of TSY retail app.		
3.4	Explore potential for flat fares at District level, after national £2 fare cap expires	Operators	M	H	Operators invited to consider a simplified price structure following end of £2 fare cap (current estimate July 2023), based on modelling information provided by SYMCA.	A	
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 has installed tap-on tap-off readers, with switch-on deferred until after the end of the £2 fare cap. Stagecoach investment programme in QR/PAYG readers delayed, dates TBC.	R	√
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.	R	√
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, which is subject to approval at EP Board in 9 May.	G	

*Updated from 29 November presentation to EP Board

4. Marketing, Brand And Trust

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
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?	2023/23 EP marketing programme under development, but likely to include ‘back-to-bus’ campaign. All partners have contributed funding.	A	
4.3	On-bus/bus stop marketing (interior/exterior)	Joint	F	M	2023/23 EP marketing programme under development. All partners have contributed funding.	A	
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	Joint	F	H???	Early discussions with operators, has indicated agreement. Sharing mechanisms being developed.	A	

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating	Discussion at meeting
	super normal profits (either directly or via trusted intermediary).						

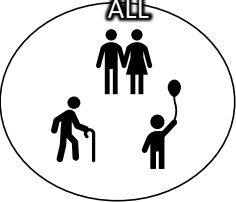
*Updated from 29 November presentation to EP Board

SY Summary

SYBIP UPDATE: APRIL 2023

JOURNEYS (MILLIONS)

Latest 12 Months (Year to 4th Mar 2023)



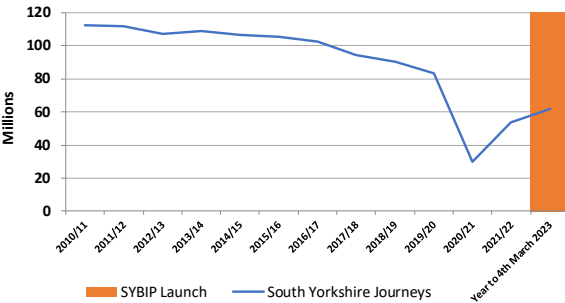
ACTUAL	TARGET	% COMPARED TO TARGET
62	77	80%

JOURNEYS GAP/SURPLUS
-15

Data Source: Operator Supplied Data

JOURNEYS (MILLIONS)

TOTAL SOUTH YORKSHIRE JOURNEYS



Data Source: Operator Supplied Data

COMMENTS

Comparison to 2024/5 Targets

- Total journeys 62m: **15m** short of target
- Reliability 97.6%: **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

PUNCTUALITY

Latest 12 Months (April 2022 to Mar 2023)

ACTUAL	TARGET	DIFFERENCE
AVERAGE EXCESS WAITING TIME*	0.9	

ACTUAL	TARGET	DIFFERENCE
PERCENTAGE ON TIME	78.6%	-16.4%

NOT CONFIRMED

Data Source: Real Time Data

RELIABILITY

Latest 12 Months (Mar 2022 to Feb 2023)

ACTUAL	TARGET	DIFFERENCE
PERCENTAGE OPERATED	97.6%	-1.9%

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	

Note: VfM survey format agreed, survey in set up stage

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

PASSENGER SATISFACTION

Autumn 2019*

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

SYMCA TRAVEL SURVEY CARRIED OUT IN AUTUMN 2022

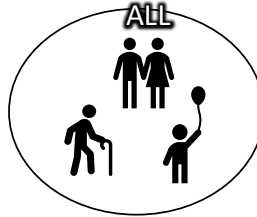
Data Source: Transport Focus

*Surveys not taken place since 2019 (Covid-19)

By LA Summary


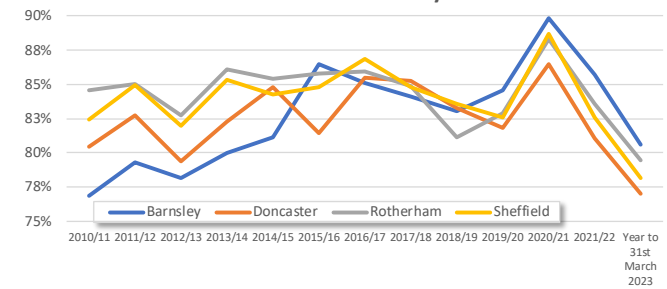
SYBIP UPDATE: APRIL 2023

JOURNEYS (MILLION): YEAR TO 4TH MARCH 2023

SOUTH YORKSHIRE	DISTRICTS			CUSTOMER GROUP			
	ACTUAL	TARGET	% COMPARED TO TARGET		ACTUAL	TARGET	% COMPARED TO TARGET
 <p>ALL</p> <p>ACTUAL 62 TARGET 77 % COMPARED TO TARGET 80%</p> <p>JOURNEYS GAP/SURPLUS -15</p>	BARNSELY	8.4		FARE PAYERS	34.0		
	DONCASTER	11.7		ENCTS	13.9		
	ROTHERHAM	7.6		CHILD	13.7		
	SHEFFIELD	34.0					


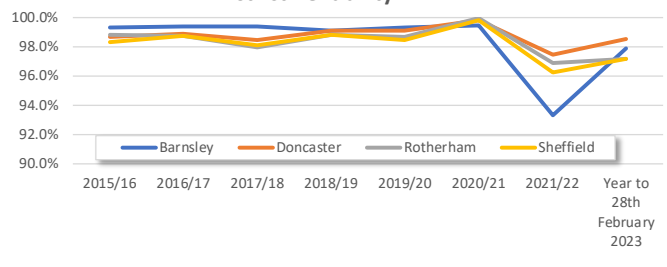
Data Source: Operator Supplied Data

OPERATIONAL PERFORMANCE: PUNCTUALITY (APRIL 2022 TO MAR 2023)

SOUTH YORKSHIRE	DISTRICTS			District Punctuality	
	ACTUAL	TARGET	DIFFERENCE		
 <p>PERCENTAGE ON TIME</p> <p>ACTUAL 78.6% TARGET 95.0% DIFFERENCE -16.4%</p> <p style="font-size: x-small;">NOT CONFIRMED</p>	BARNSELY	80.6%	95.0%	-14.4%	
	DONCASTER	77.1%	95.0%	-17.9%	
	ROTHERHAM	79.5%	95.0%	-15.5%	
	SHEFFIELD	78.2%	95.0%	-16.8%	

Data Source: Real Time Data

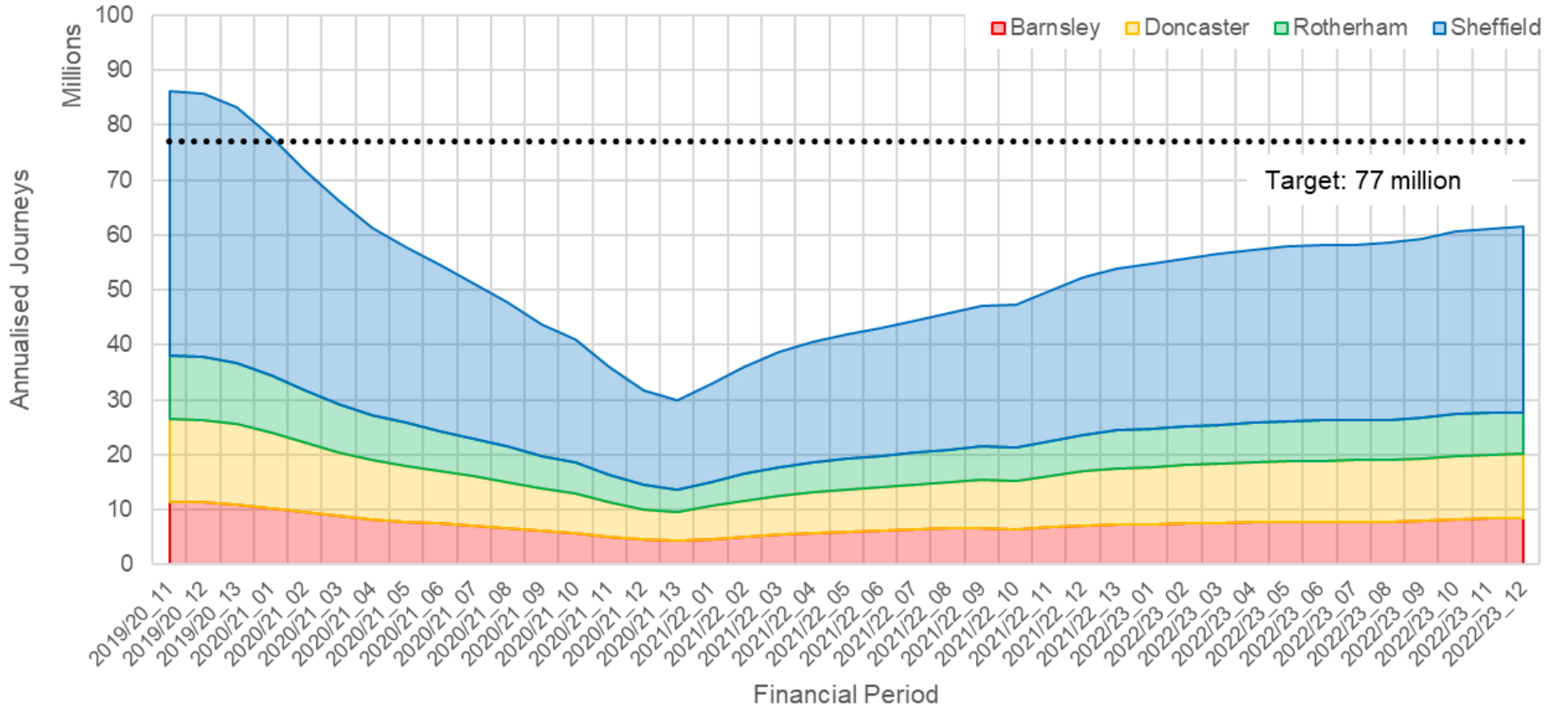
OPERATIONAL PERFORMANCE: RELIABILITY (MARCH 2022 TO FEBRUARY 2023)

SOUTH YORKSHIRE	DISTRICTS			District Reliability	
	ACTUAL	TARGET	DIFFERENCE		
 <p>PERCENTAGE OPERATED</p> <p>ACTUAL 97.6% TARGET 99.5% DIFFERENCE -1.9%</p>	BARNSELY	97.9%	99.5%	-1.6%	
	DONCASTER	98.6%	99.5%	-0.9%	
	ROTHERHAM	97.2%	99.5%	-2.3%	
	SHEFFIELD	97.2%	99.5%	-2.3%	

Data Source: Real Time Data

By LA Passenger Trips

Bus Passenger Numbers in South Yorkshire



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Enhanced Partnership Board

Tuesday, 09 May 2023

Approval of South Yorkshire Bus Promise (Customer Charter)

Is the paper exempt from the press and public?	No
Reason why exempt:	Not applicable
Purpose of this report:	Policy Decision
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):

Dawn Badminton-Capps, Director for England, Bus Users and Chair of the EP Forum
Nick Brown, Project Director, Bus Partnerships

Executive Summary

The Enhanced Partnership (EP) has agreed to develop a customer charter (to be known as the South Yorkshire Bus Promise) to articulate the standards that bus users should expect from the bus network in South Yorkshire. This work has been progressed through the Enhanced Partnership Forum, which includes representatives of bus users, operators and local authorities. A draft South Yorkshire Bus Promise is presented in Appendix 1 for approval.

Once approved, a decision is required on whether to publish this immediately, or await the development of an interactive tool on the Travel South Yorkshire website that communicates the content in an engaging, customer-focused way. This is likely to take 2-3 months.

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. The South Yorkshire Bus Promise is an important step in setting out what bus users should expect from the network, and represents a shared commitment from EP partners.

Recommendations

It is recommended that Board members:

1. Approve the draft South Yorkshire Bus Promise attached as Appendix 1
2. Decide EITHER (a) to publish the Bus Promise immediately OR (b) to await the development of a proposed interactive tool on the Travel South Yorkshire website that communicates the content in an engaging, customer-focused way.

1. Background

1.1 It is important that bus users and potential bus users have a clear understanding of the standards they can expect from the bus service network in South Yorkshire. Achieving confidence that these standards will be met will help encourage new users to the bus system and grow bus patronage. The standards that user should expect has been articulated in the South Yorkshire Bus Promise, included as Appendix 1.

1.2 The South Yorkshire Bus Promise has been developed through the Enhanced Partnership Forum, which is made up of representatives of bus users, operators, local authorities and SYMCA.

1.3 The EP Forum has emphasised the need to be clear about the role and purpose of the Bus Promise. It is a positive expression of:

- The standards that bus users should expect from the South Yorkshire bus network; and
- The best endeavours of partners (operators, local authorities and SYMCA) to deliver to these standards.

The EP Forum considered that, to be meaningful, the document should be ambitious but realistic about what is achievable.

2. Content

2.1 The South Yorkshire Bus Promise expresses the standards that users should expect in four “phases” of the bus journey:

1. Before your bus journey
2. Waiting for your bus
3. On your bus journey
4. After your bus journey

In each case, an overall high level statement of expectations is followed by a series of more detailed standards that partners have agreed should be delivered.

3. Publication and use

3.1 The intention is that the Bus Promise should be used both to guide improvements in the system, and as a communication tool.

3.2 In relation to system improvements, the Bus Promise provides a framework to allow transparent reporting of progress. As such it complements, and is consistent with, the performance targets already established in the Enhanced Partnership (for example in relation to punctuality and reliability). It is proposed that the EP Board receives a report on performance with meeting the standards from the EP Forum on a 6-monthly basis.

3.3 The Bus Promise will also be a powerful tool to communicate what users should expect from the bus system, and to help in the process of attracting non-users to switch to using buses. To this end, it is proposed that an interactive tool on the Travel South Yorkshire website is developed to bring the document to life, and help the user to find other relevant information. Development of this tool is likely to take 2-3 months, once the Bus Promise has been finalised.

4. Communication

4.1 It is important that the Bus Promise is widely communicated to bus users and non-users, and the proposal to develop the interactive tool on the Travel South Yorkshire website is designed to support this. The EP Board is asked to decide whether to publish the Bus Promise immediately after the decision to approve it; or to wait for 2-3 months until the interactive tool has been developed.

4.2 In addition, it is proposed to use the Bus Promise in a range of marketing initiatives through the next year and beyond.

5. Recommendations

It is recommended that Board members:

1. Approve the draft South Yorkshire Bus Promise attached as Appendix 1.
2. Decide EITHER (a) to publish the Bus Promise immediately OR (b) to await the development of a proposed interactive tool on the Travel South Yorkshire website that communicates the content in an engaging, customer-focused way.

6. Consultation on Proposal

6.1 The Bus Promise has been developed in consultation with representatives of bus users, operators and local authorities.

7. Timetable and Accountability for Implementing this Decision

7.1 Not applicable.

8. Financial and Procurement Implications and Advice

8.1 No financial or procurement decisions are recommended in this paper. Any financial implications resulting from schemes and proposals referred to in this paper will be subject to their own financial and policy approval processes.

9. Legal Implications and Advice

9.1 The Bus Promise is not a legally enforceable document, and has not specific legal implications.

10. Human Resources Implications and Advice

10.1 Not applicable.

11. Equality and Diversity Implications and Advice

11.1 The Bus Promise makes significant reference to ensuring the bus network is accessible for all.

12. Climate Change Implications and Advice

12.1 Bus use supports a move to a zero carbon transport system.

13. Information and Communication Technology Implications and Advice

13.1 Not applicable.

14. Communications and Marketing Implications and Advice

14.1 Set out above.

15. List of Appendices Included

Appendix 1 – Draft South Yorkshire Bus Promise

Appendix 1

As the Enhanced Partnership Board agreed to publish the Bus Promise to coincide with the launch of a proposed interactive tool on the Travel South Yorkshire website, this document is not yet available.

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