

Friday, 20 October 2023

To: Members of the 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: **Friday, 3 November 2023 at 10.00 am** 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

Pat Beijer

Zoe Hands

Matt Kitchin

Andrew McGuinness

Claire Walters

Barclay Davies

Ross Hitchcock

South Yorkshire Mayoral
Combined Authority

Rotherham MBC

SYMCA Executive Team

First South Yorkshire

Stagecoach Yorkshire

CPT

Public Bus Users

Bus Users

TM Travel (and other small
operators)

Enhanced Partnership Board

Friday, 3 November 2023 at 10.00 am

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 - 12
3.	Bus Operator Updates	Operators	Verbal
4.	Update on First's Use of Prospective Scheduling Software to Improve Punctuality	Zoe Hands	Verbal
5.	EP Forum Update	Barclay Davies	Verbal
6.	EP Progress Update	Nick Brown	13 - 40
7.	Update on Review of EP Documents	Nick Brown	41 - 44
8.	Items of Confidentiality	Chair	
9.	Any Other Business	Chair	

Date of next meeting: Tuesday, 19 December 2023 at 2.00 pm

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

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ENHANCED PARTNERSHIP BOARD**MINUTES OF THE MEETING HELD ON:****TUESDAY, 29 AUGUST 2023 AT 2.00 PM****SOUTH YORKSHIRE MCA, 11 BROAD STREET WEST,
SHEFFIELD, S1 2BQ****PRESENT:**

Councillor Chris Read (Vice-Chair, in the Chair)	Rotherham MBC
Zoe Hands	First South Yorkshire
Matt Kitchin	Stagecoach Yorkshire
Andrew McGuinness	CPT
Claire Walters	Public Bus Users
Mike Watson	First South Yorkshire
Ross Hitchcock	TM Travel (and other small operators)

IN ATTENDANCE:

Nick Brown	Bus Partnerships Project Director	SYMCA Executive Team
Tim Taylor	Director of Public Transport Operations	SYMCA Executive Team

APOLOGIES:

Mayor Oliver Coppard	South Yorkshire Mayoral Combined Authority
Pat Beijer	SYMCA Executive Team

57 Chair's Welcome and Apologies

The Chair welcomed all to the meeting, in particular Zoe Hands, the new MD of First South Yorkshire and Claire Walters, interim Chair of the EP Forum. Apologies were noted as above.

58 Minutes & actions of the previous meeting

RESOLVED that the minutes of the meeting held on 9th May be approved.

59 Bus Operator Updates

The Chair invited updates from Operators.

First

First Representatives reported that over the previous 12 months reliability had improved from 95% to 99%. Although punctuality was still only at around 80%, it was anticipated that this should also improve following a review of scheduling and through use of the Prospective software.

Now that service delivery had reached a level of stability, further developments were being explored, for example:

- Trials of electric buses were being conducted in Sheffield to assess how the topography would affect mileage.
- A discounted product for 18-21 year olds was under consideration to replace the Zoom Beyond concession.
- Identifying areas for growth and opportunities for network development.

It was also acknowledged that First were keen to work with the Enhanced Partnership and the MCA to lobby government for more funding and a better deal for South Yorkshire.

The Bus Partnerships Project Director stated that the punctuality data reported to the Board was a rolling 12-month average and it would therefore take some time for any changes to appear in the figures. Any insights on punctuality problem areas to come from the Prospective-led analysis would be welcomed.

The Director of Public Transport Operations added that the MCA had protected as much of the bus network as possible until March 2025. In the meantime, it would be important to improve confidence in the system to increase patronage and grow the network into the future. He also confirmed that discussions had been held at the EP Development Group about operators introducing their own discounted products to replace the concession for 18-21 year olds. The MCA would continue to issue Zoom Beyond passes as proof of eligibility if any operator discounts became available. There was also an existing TravelMaster product and further conversations around their discounted ticket range would be taking place shortly.

Stagecoach

The Stagecoach Representative advised that over the last 18 months the focus had been on recovery and reform to ensure the business was fit for the future. Numerous changes had been taking place in the background, including:

- Increased pay scales across the business.
- Successful recruitment for the renewed engineering apprenticeships.
- Upskilling existing employees with the introduction of the Master Tech engineering grade.

The benefits of these changes were already being seen in a reduced turnover of 27% and improvements in service delivery with reliability now at 96.3% and a 7.1% increase in passenger journeys. However, overall punctuality was at 81.3% although 89.1% of services started on time. This was largely due to congestion.

Stagecoach was expecting delivery of 20 new double deck buses imminently and 23 electric buses were also planned to be introduced into the Rotherham area in the coming winter. Work was ongoing to review the network to reflect new travel patterns following the pandemic.

In response to questions, the Stagecoach Representative advised that the network review was not intended to remove resources but to ensure they were

deployed in the right place. He confirmed that Stagecoach was already considering the potential consequences of the fare cap increase in November as well as how best to transition from the fare cap when it came to an end the following November. The main concern was that after more than 2 years of capped fares, tickets reverting to standard prices could come as a shock to passengers. Officers advocated for operators continuing to plan for the end of the fare cap to achieve a coordinated approach and smoother transition.

TM Travel

The TM Travel Representative informed the Board of work that was currently being undertaken to improve service delivery, such as:

- Providing additional support in the traffic office.
- Increased training and upskilling staff.
- Increased pay scales by 11%.

It was noted that there had been success in other areas transferring passengers from private networks to public services. This approach could be assessed for South Yorkshire.

CPT

The CPT Representative added the group's support in lobbying government for more funding and a better deal for South Yorkshire. The MCA funded driver training programme, Routes to Success was progressing well. It was anticipated that it would provide a pipeline of drivers, particularly for smaller operators. A CPT working group was being set up to look at zero emissions solutions for rural areas.

He reported that he had been receiving feedback about roadworks and commented that a project on highways and traffic management could be something for the EP to take forward. Operators added that this could be a means by which to improve punctuality.

The Director of Public Transport Operations advised a project to address problem areas should be intelligence led. The EP could use available data on punctuality and congestion to identify hot spots and inform a targeted approach.

ACTION: Local authority representatives be invited to the next EP Board meeting to provide updates on highways and traffic management progress.

RESOLVED that the Bus Operator Updates be noted.

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Stagecoach Innovation Day

An item on the recent Innovation Day held between the MCA and Stagecoach was presented to the Board.

The aims of the session were to gain a shared understanding of the challenges and opportunities for bus, and to find a way to work collaboratively to solve customers' travel needs in South Yorkshire.

Stagecoach had been working with The Foundation, to better understand passengers and develop a deeper insight into their travel needs. These needs were split between:

- Primary needs, which must be met to become a viable option (eg; is the bus going to the right place at the right time?), and;
- Secondary needs, other considerations which are influenced by attitudes (eg; ease of use, passenger experience, option to do other things while travelling, environmentally conscious).

In terms of primary needs, emerging data sources were identified as potentially transformational as a means of finding out exactly where, when and how people were travelling across the region. Access to this information would present an opportunity to work collaboratively to share knowledge and would allow operators to design the bus network to align with the public's needs.

Stagecoach had also been conducting a pilot scheme to learn more about secondary needs. A series of immersive innovation days had been held where team members experienced the network first-hand. This work had so far generated over 300 ideas had been prioritised for pilot and, if successful, implementation.

Moving forwards a number of possibilities were proposed:

- A more collaborative approach, with a suggestion for two immersion and innovation days with operators and local authorities.
- Better sharing of knowledge and data to contribute to research and design a more effective network.
- Research into the behaviour of existing and potential bus users with a focus on identifying groups who could be converted to public transport and active travel.
- Taking an agile learning approach, trying ideas but recognising and being willing to abandon them if they are not working.
- The opportunity for South Yorkshire to become a pilot area for future schemes.

ACTION: The Bus Partnerships Project Director and Director of Public Operations to work with the Stagecoach representative to explore the proposals put forward at the Innovation Day. Any developments to be reported back to the Board.

The Chair welcomed the presentation and looked forward to learning about the future developments to come out of this work.

RESOLVED that the Stagecoach Innovation Day update be noted.

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EP Forum Update

The Board received a progress report on the work of the EP Forum.

The EP Forum Chair advised that concerns had been raised around the planned network changes. Although network coverage may be greater and

therefore able to meet the needs of more people, service frequency may have to be reduced. The Forum highlighted that in cases where services were reduced to every 90 minutes or 2 hours, it was essential that they be reliable.

Bus Users UK held a 'Catch the Bus' month every September and this would be a good opportunity to publicise the service changes before they came into effect. The roll out of the Bus Promise could also be coordinated around this.

The focus of the next session would be on good consultation practices in preparation for the upcoming franchising consultation. She added that local media was a good way to engage with members of the public who would not otherwise participate. The Director of Public Transport Operations also observed that most bus users were fare paying adults, likely commuting, yet this group was generally underrepresented in consultations. It would be important to explore how to encourage participation from as wide ranging a variety of people as possible.

It was noted that it may be worthwhile to review the role of the Forum and consider how it could remain relevant now that it was coming to the end of its work.

ACTION: The Bus Partnerships Project Director to circulate the notes from previous EP Forum meetings to operators.

RESOLVED that the Stagecoach Innovation Day update be noted.

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EP Progress Update

The Bus Partnerships Project Director updated the Board on progress against the agreed EP project deliverables and targets.

Progress had been made in a number of areas, including:

- The Bus Promise was approved at the last meeting and would be released once all parties confirmed their readiness to deliver the respective standards.
- Regular discussions were being held to ensure that funded bus priority measures are progressing, and that a pipeline of future projects is developed in each local authority area.
- The Travel South Yorkshire (TSY) live departure/ real time information system had been improved and would soon to be released on the website. Work had started on a TSY retail and information app.
- Funding had been allocated for a number of trials of Demand Responsive Transport (DRT) and work was underway to identify suitable projects.
- Government had extended the £2 fare cap to October 2023 with a further extension for another year at £2.50 to November 2024.
- TravelMaster would be introducing a new all-SY multi-operator, bus-only day, seven-day, 28-day and annual tickets, known as the SYBus product.
- The reliability of services had dipped slightly but remained good at 97.7% for the 12 months to May 2023 against a target of 99.5%.

The following were key areas where progress was behind aspirations set out in the BSIP and EP documents:

- Low levels of government funding have led to difficult decisions to increase the child notified fare from 80p to £1.00; to cut the Zoom Beyond concession for 18-21 year olds; and to reduce the frequency of a number of tendered evening and Sunday services.
- Progress in the delivery of ticket simplification would be dependent on a subsidy being made available for selected TravelMaster multi-operator products which would require additional funding from government.
- Recent slow growth in patronage appears to have plateaued at 62 million journeys per year, 81% of the 2024/25 target.
- The punctuality of services is 77.8% for the 12 months to June 2023, well below the 95% target.
- SYMCA has pulled out of a proposed EP Marketing campaign to promote the extension of the fare cap on the basis that there was no clear evidence to demonstrate the effectiveness of such a campaign.
- However, SYMCA would still like to discuss an option to promote more general improvements and investment in the system and network.
- High levels of fraud have led TravelMaster to remove the ability for customers to purchase 7-day passes on board buses using contactless payments.

RESOLVED that:

1. The Board notes the updates on the delivery of specific commitments in the EP programme and performance against agreed network targets provided.

Operators confirm their readiness to deliver the respective standards contained in the South Yorkshire Bus Promise.

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Review of EP Documents

The Board received a report recommending a process for revising the Bus Service Improvement Plan (BSIP), Enhanced Partnership Plan (EPP), Enhanced Partnership Scheme (EPS) and the EP Terms of Reference.

Reviews of the EP Scheme and Terms of Reference were planned to be undertaken over the next few months and presented to the Board at its meeting on 19 December 2023.

RESOLVED that the Board:

1. Agree to a review of the EP Scheme, with recommendations for consideration at the 19 December 2023 EP Board meeting.
2. Agree to a review of the EP Board terms of reference, with recommendations for consideration at the 19 December 2023 EP Board meeting.

Note a change to the Chair of the EP Forum, and thank Dawn Badminton-Capps for performing the role since its inception.

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Items of Confidentiality

None.

65 **Any Other Business**

ACTION: The Bus Partnerships Project Director to write to Dawn Badminton Capps on behalf of the Board to thank her for her contributions to both the EP Forum and Board.

The Director of Public Transport Operations advised that the MCA had been approached by operators with regards to qualifying agreements.

RESOLVED that operators approve the MCA to facilitate the process to put qualifying agreements in place to allow for coordinated timetables on shared corridors following the service changes.

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

Friday, 03 November 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:

Pat Beijer, Interim Executive Director Infrastructure and Place

Report Author(s):

Nick Brown, Project Director, Bus Partnerships

Executive Summary

This report provides an update on progress against agreed Enhanced Partnership (EP) project deliverables and targets.

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 progress in the delivery of commitments in the EP programme and performance against agreed network targets provided in section 1.2 of this paper.

2. Discuss and provide guidance on how the issues and challenges raised in paragraph 1.3 of this paper might be addressed.
3. Receive an oral update at the Board meeting on the emerging implications for buses in South Yorkshire of the following two government policy changes:
 - Network North
 - Plan for Drivers

1. Progress against EP commitments and targets

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).

1.2 The following are areas of progress:

Satisfaction with bus services

- Transport Focus, the government funded body that assesses public satisfaction with bus services and other forms of public transport, has published an interim national report for 2023 on satisfaction with bus services. This draws on research from January to June 2023. We have also been provided with a subset of the results for South Yorkshire.
- Appendix 4 contains the South Yorkshire headline results compared to national and other metropolitan areas. This demonstrates that South Yorkshire largely reflects the national picture, with satisfaction in South Yorkshire with overall bus services (82%), drivers (87%) and journey time (83%) all slightly above the national average. This is welcome, particularly given the low level of government funding for South Yorkshire compared to other regions.
- The 82% result for overall satisfaction with bus services compares to the EP target of 92%. It should be noted that the last equivalent result before this was 89%, but this dated from 2019 as surveys were not carried out in the Covid period. The 82% level in the recent survey suggests that while there is still a good way to go, the results are encouraging.
- It should also be noted that this survey is of bus users, and contrasts with SYMCA's own travel survey, which involved a sample drawn from all residents (ie bus users and non-users). The last SYMCA travel survey from Autumn 2022 has overall satisfaction with bus services much lower at 47%. We do not know whether the marked improvement in the latest survey is caused by the fact that one is of bus users, the other includes non-users; or due to improvements in perceptions of bus services. It could also be that public expectations on what a service should be are falling.
- We will gain more insight into this when the next SYMCA travel survey, and the full year Transport Focus reports, are both published in early 2024. The Mayor's "Fair Deal" public transport funding roadshows are also throwing light on public satisfaction levels with bus services.

Bus priority

- The delivery of bus priority measures continues. Of the main TCF-funded projects, the i-Port bridge project is on target for completion in December 2023. The Parkgate projects has experienced a range of on-site issues such as the discovery of contaminated sludge and steel slag, but is nevertheless progressing. On the ground delivery of the A61 project has been delayed due to extended land negotiations with adjacent landowners, and other site issues, but work is expected to start in February. Discussions over the Sheffield South-West corridor proposals continue.
- Under the CRSTS programme, a wide range of local authority-led bus priority projects are in various stages of design, and progress is discussed with operators at regular bus priority coordination meetings.
- A significant project to resurface Sheffield and Meadowhall bus interchanges is due for completion on 23 October 2023.
- SYMCA has been working with local authorities to allocate the remaining CRSTS BSIP improvement fund (£16m). This is likely to fund a balanced programme of measures including additional bus priority schemes, bus shelters, real time displays, and ticket vending machines. A package will be presented to the MCA Board for approval in the near future.

Network coverage

- SYMCA has been progressing work with local authorities on establishing trials of Demand Responsive Transport and other ways to provide cost-effective accessibility to individuals and communities. Although still at the planning stage, these are likely to be launched in the next 6-9 months.
- Operators have in some cases increased their commercial footprint to offset the loss of service frequency on some routes as a consequence of the recent retendering process and the funding constraints on tendered services.

Punctuality

- Timetable adjustments made as a consequence of First's use of Prospective scheduling software have started to be implemented. The next few months will demonstrate the impact on punctuality, and it is hoped will show significant improvements.

Information and ticketing

- The further extension of the government £2 fare cap to December 2024 will continue to reduce travel costs and simplify ticket purchase for many people in South Yorkshire for the next 14 months. It offers a valuable opportunity to market bus services to non-users.
- Work to model the costs and benefits of discounting the SY Bus TravelMaster ticket, as a step towards ticket simplification, continue. It is hoped to provide an oral update on progress at the Board meeting. As previously reported, further progress on this is likely to require a source of new funding.
- First and Stagecoach have agreed to introduce their own commercial £1.50 fare for 18–21-year-olds, given the end of the Zoom Beyond product on 1 November.

- An improved TSY mobile phone-accessible live departure/real time information system has been developed and released on the TSY website, with growth in usage over 30% since its introduction. The focus is now on using the system to provide feedback to operators on which vehicles are not tracking, so that overall system performance can be improved. This work will also benefit the accuracy of other 3rd party real time information sites.
- Work on the TSY retail and information app continues, with the app due to be launched in March 2024. This will initially focus on tram ticket retailing, but can be expanded to include information and bus ticket sales. The work includes a ticket “gifting” function. This will provide an efficient way to target concessionary travel to specific groups and individuals in the future, if required. It also provides personal security benefits, so that (for example) a parent can purchase a valid ticket for a child remotely to enable them to travel.
- Surveys to identify customer information needs and behaviours, and inform future technology investments are currently being undertaken across interchanges.

Zero emissions fleet

- Work to deliver the Zebra 1 electric bus programme continues, with the first Stagecoach electric bus due to be delivered in January 2024. An order will also be placed in the near future for the electric community transport vehicles. The installation of charging infrastructure for both projects is proceeding.
- The government has announced a second round of Zebra funding. SYMCA is working with operators to progress a bid, which must be submitted by the end of December.
- First is trialling electric buses in South Yorkshire.

1.3

The following are key areas where progress is behind the aspirations set out in the BSIP and EP documents, and/or where bus services have experienced significant setbacks:

Funding

- The underfunding of South Yorkshire bus services by government, when compared to other areas, has led to tendered service reductions, ending of Zoom Beyond and an increase of the child notified fare to £1. All are due to come into force in late October/early November. These changes can be expected to impact the mobility of some individuals and communities.
- The Mayor has been engaging local communities in a dialogue about this underfunding through the “Fair Deal” public transport funding roadshows. These events highlight the impact on individuals and communities of the low level of government funding for bus services in South Yorkshire.
- It remains a major challenge to secure the funding required from government to implement the BSIP, EP Plan, and achieve equity with the funding going to other regions.
- The announcement of HS2 northern leg being scrapped, and the creation of the “Network North” proposal by government may present an opportunity, with a commitment to “provide over £700 million to fund a new wave of Bus Service Improvement Plans in the North”.

Marketing

- As previously reported the EP Marketing programme, which was to have been funded with contributions from operators, SYMCA and local authorities, has been put on hold due by SYMCA to concerns over the quality of the bus product, and lack of behavioural insights and data on target audiences. We will need to review whether this funding is utilised in the remaining months of this financial year, or repurposed for other things.
- The bus promise has not yet been launched. The EP Forum has expressed concerns over the delay.

Anti-social behaviour

- Increased levels of antisocial behaviour have been experienced in some areas. In Thurnscoe, this has led the operator withdrawing the service after 6pm and for this arrangement to be in place indefinitely. Although multiple agencies have been involved in trying to tackle this issue, it remains an intractable and concerning problem where the actions of a small number of individuals have significant adverse effects on local communities.
- A trial to prevent an increase in anti-social behaviour at Barnsley Interchange is currently being conducted with additional security deployed daily between 3pm and 11pm.
- A verbal update on the latest position on measures to address anti-social behaviour will be given in the meeting.

2. Government Policy Changes

2.1 The government has recently made two major government policy announcements which could have a profound impact on the Enhanced Partnership and the delivery of the BSIP:

1. The decision to scrap the northern parts of HS2, and the associated announcements of funding for various projects and initiatives under the DfT “Network North” document.
2. The “Plan for Drivers” policy document.

At the time of writing, officers are assessing how these will impact the Enhanced Partnership, and the delivery of improved bus services in South Yorkshire. By the time of the Board meeting, we hope to have a better understanding of some of the implications of these policy changes.

3. Recommendations

3.1 It is recommended that Board members:

- 1 Note the progress in the delivery of specific commitments in the EP programme and performance against agreed network targets provided in section 1.2 of this paper.
- 2 Discuss and provide guidance on how the issues raised in paragraph 1.3 of this paper might be addressed.
- 3 Receive an oral update at the Board meeting on the emerging implications for buses in South Yorkshire of the following two government policy changes:

- Network North
- Plan for Drivers.

4. Consultation on Proposal

4.1 Not applicable as a discussion paper only.

5. Timetable and Accountability for Implementing this Decision

5.1 Not applicable as a discussion paper only.

6. Financial and Procurement Implications and Advice

6.1 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.

7. Legal Implications and Advice

7.1 Not applicable as a discussion paper only.

8. Human Resources Implications and Advice

8.1 Not applicable as a discussion paper only.

9. Equality and Diversity Implications and Advice

9.1 Not applicable as a discussion paper only.

10. Climate Change Implications and Advice

10.1 Not applicable as a discussion paper only.

11. Information and Communication Technology Implications and Advice

11.1 Not applicable as a discussion paper only.

12. Communications and Marketing Implications and Advice

12.1 Not applicable as a discussion paper only.

List of Appendices Included:

1 Progress with EP Scheme deliverables

2 Progress with Refreshed EP deliverables

3 EP performance dashboard (September 2023)

4 Extract from Transport Focus 2023 interim survey results on satisfaction with bus services

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
1.1	A61 bus priority road widening scheme	SYMCA	31/03/2024	Phase 1 delayed, completion now expected October 2025 Phase 2 deferred, due to cost/land assembly issues.	A
1.2	A630 Doncaster bus scheme with traffic signal technology	SYMCA	30/04/2023	Substantially complete.	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. Substantially complete.	G
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. New revenue funding has recently been identified within SYMCA. Delivery timeline to be amended once pilot scheme(s) chosen.	A
1.6	Review existing Voluntary Partnership Agreements and retain or enhance operational requirements	Operators	30/09/2022	Under review.	A

2. Improvements to planning/integration with other modes

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
2.1	Installation of 193 new real time information displays	SYMCA	31/03/2023	181 displays installed and working. 12 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. Recently upgraded TSY website has improved access to real time information on mobile phones, and provides vehicle location on a map. There has also been progress of bus signal triggers, with projects delivered in Sheffield and being developed elsewhere	G
2.3	Ensure that real time data is provided to SCC for use in UTMC system to improve reliability and customer information	SYMCA	31/03/2023	As above	A
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. Live departure website function has been substantially upgraded. 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 (rev 2)	Comments	RAG rating
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	First have spent over £300,000 installing tap off readers. They have reported they are ready to implement fare capping on the Project Coral model not only on a single operator basis but also on a multi-operator basis having already delivered this in Leicester and Stoke. There has been no concrete progress in the equipping of other operators' fleets. Although the existence of the £2 fare cap has reduced the immediate pressure for a multi-operator tap and cap system, it remains important to continue to prepare for implementation of multi-operator tap and cap as soon after December 2024 as possible.	A
3.2	Convert remaining on-bus electronic payment machines to contactless	Operators	31/03/2023	Included in LUF bid, but bid was unsuccessful. Procurement of ETMs for remaining 40 vehicles to commence in near future, subject to funding.	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	TravelMaster has agreed to introduce new all-SY multi-operator, bus-only day, seven-day, 28-day and annual tickets. However additional subsidy is required if this is to lead to significant ticket simplification. Modelling of subsidy requirement currently under way. The £2 fare cap has created a very simple single ticket fare which is widely used and has led to people switching from both single and multi-operator period products. The government's decision to continue the £2 fare cap to December 2023, will make a big difference to the simplicity of	A

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
				ticketing for many people in South Yorkshire for the next 14 months.	
3.4	Review premium levels on multi operator ticket products	Operators	TBC	Part of ticket simplification work above.	A
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 (rev 2)	Comments	RAG rating
4.1	Retain standards within existing Voluntary Partnership Agreements and include within new standard to be agreed	Operators	30/09/2022	Under review	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 first electric bus is due for delivery in 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
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 (rev 2)	Comments	RAG rating
5.1	Service changes to be limited to twice per year	Operators	30/09/2022	Ongoing. Next main change currently planned for the end of October.	G
5.2	Commence work to agree a new Customer Charter to apply across the whole network (SYMCA)	SYMCA	30/09/2022	Bus promise approved (May 2023), but has yet to be launched. EP Forum has expressed concerns at the delay.	A
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	Complete	G

6. Strong network identity

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
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	SYMCA and operators	31/03/2023	Decision on branding deferred at EP Board meeting on 31 January 2023. Issue under consideration.	A
6.3	Installation of at least 140 new shelters	SYMCA	31/03/2023	Complete - 147 Gainshare funded shelters installed.	G

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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
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.	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 undertaken to clarify the correct process in competition law to progress proposals. No proposals yet considered.	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. Proposed not to take forward in EP Scheme variation	R
1.4	Review of bus stop locations/spacing by corridor to improve siting and journey times	MCA/ Operators	M	M	Selective reviews along key corridors planned as part of bus priority/punctuality programme. Opposition to this proposal has been expressed at the EP Forum.	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 projects on track, but some have stalled. Regular review meetings at district level under way.	A

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
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 increase proportion of buses that are tracked and ensure cancelled buses are notified to the real time system.	A
2.3	Development of a common SYMCA Ambassador module for Certificate of Professional Competence (CPC) training	Joint	F	L	No progress to report.	A
2.4	Development of common bus stop standards for TSY, as part of TSY “single network identity”	MCA	F	L	Under development. This will be followed by classification of current stops to relevant standard, and programme to improve stops to specified standard (subject to funding)	A

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
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. New policy direction from government "Plan for Drivers" may have impact on this proposal.	R
2.6	Capital programme of bus stop enhancements to standard, including improved customer information	MCA	M	H	147 shelters installed – programme complete 181 real time displays installed and working. 12 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
3.1	Standardise on streamlined range of multi-operator TravelMaster products, removing single operator daily, weekly and monthly products	Operators	F	M	TravelMaster has agreed to introduce new all-SY multi-operator, bus-only day, seven-day, 28-day and annual tickets. Significant transfer of passengers to multi-operator products, potentially enabling simplification, depends on funding availability.	A
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 has been 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	Operators invited to consider a simplified price structure following end of £2 fare cap in December 2024, based on modelling information provided by SYMCA.	A

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
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 have spent over £300,000 installing tap off readers. They have reported they are ready to implement fare capping on the Project Coral model not only on a single operator basis but also on a multi-operator basis having already delivered this in Leicester and Stoke. There has been no concrete progress in the equipping of other operators' fleets. Although the existence of the £2 fare cap has reduced the immediate pressure for a multi-operator tap and cap system, it remains important to continue to prepare for implementation of multi-operator tap and cap as soon after December 2024 as possible.	A
3.6	Tap & cap/QR readers for multi operator from 2024	Operators	S	H	As above	A
3.7	Free taxi to destination if last bus cancelled/"no quibble" compensation for complaints	Operators	F	M	Included in bus promise, which is due to be released in near future.	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
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?	SYMCA has withdrawn support for marketing campaign based on £2 fare cap extension, due to ongoing poor bus service performance and need for improved behavioural insights/research into barriers for bus use.	R
4.2	Joint 'back to bus' marketing (especially ENCTS pass holders), complementing operator only initiatives	Joint	F	H?	As above	R
4.3	On-bus/bus stop marketing (interior/exterior)	Joint	F	M	2023/23 EP marketing programme on hold	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 (either	Joint	F	H???	Early discussions with operators, has indicated agreement. Sharing mechanisms to be developed as part of bus priority work programme.	A

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

*Updated from 29 November presentation to EP Board

SYBIP UPDATE: SEPTEMBER 2023

JOURNEYS (MILLIONS)

Latest 12 Months (Year to 19th August 2023)

ACTUAL	TARGET	% COMPARED TO TARGET
63	77	82%

JOURNEYS GAP/SURPLUS
-14

Data Source: Operator Supplied Data

JOURNEYS (MILLION)

TOTAL SOUTH YORKSHIRE JOURNEYS

Data Source: Operator Supplied Data

COMMENTS

Comparison to 2024/5 Targets

- Total journeys 63m: **14m** short of target
- Reliability 98%: **2%** short of target
- Punctuality 78%: 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	

Latest 12 Months (Sep 2022 to August 2023)

ACTUAL	TARGET	DIFFERENCE
PERCENTAGE ON TIME	77.6%	95.0% -17.4%

NOT CONFIRMED

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

RELIABILITY

Latest 12 Months (August 2022 to July 2023)

ACTUAL	TARGET	DIFFERENCE
PERCENTAGE OPERATED	97.8%	99.5% -1.7%

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

SYMCA Online Travel Survey

Did you think your last journey on public transport provided value for money (whether you paid for the journey or not)?

	June 2023	Oct 2023	DIFFERENCE
Bus (All Passengers)	70%		
Fare Paying Passengers	58%		

PASSENGER SATISFACTION

Autumn 2019*

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

47%

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: SEPTEMBER 2023

JOURNEYS (MILLION): YEAR TO 19TH AUGUST 2023

SOUTH YORKSHIRE				DISTRICTS				CUSTOMER GROUP			
ALL				ACTUAL	TARGET	% COMPARED TO TARGET	ACTUAL	TARGET	% COMPARED TO TARGET		
	ACTUAL	TARGET	% COMPARED TO TARGET	BARNLEY	8.6		FARE PAYERS	34.9			
	63	77	82%	DONCASTER	12.0		ENCTS	14.0			
			JOURNEYS GAP/SURPLUS	ROTHERHAM	7.6		CHILD	13.9			
			-14	SHEFFIELD	34.8						

Data Source: Operator Supplied Data

OPERATIONAL PERFORMANCE

PUNCTUALITY (SEPTEMBER 2022 TO AUGUST 2023)

SOUTH YORKSHIRE

PERCENTAGE ON TIME	ACTUAL	TARGET	DIFFERENCE
	77.6%	95.0%	-17.4%

NOT CONFIRMED

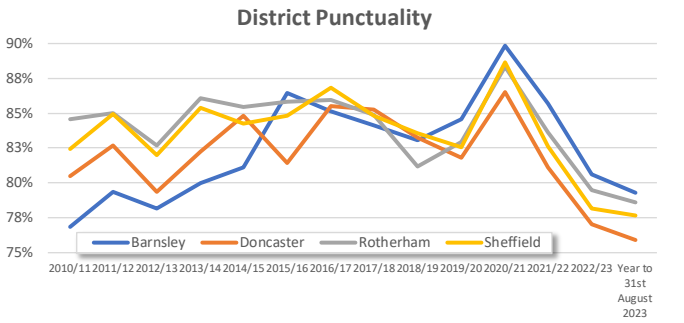
Data Source: Real Time Data

PUNCTUALITY (JULY 2022 TO JUNE 2023)

DISTRICTS

	ACTUAL	TARGET	DIFFERENCE
BARNLEY	79.3%	95.0%	-15.7%
DONCASTER	75.9%	95.0%	-19.1%
ROTHERHAM	78.6%	95.0%	-16.4%
SHEFFIELD	77.7%	95.0%	-17.3%

Note: New RTI reports don't provide district functionality (no updates beyond June 23 available)



OPERATIONAL PERFORMANCE: RELIABILITY (AUGUST 2022 TO JULY 2023)

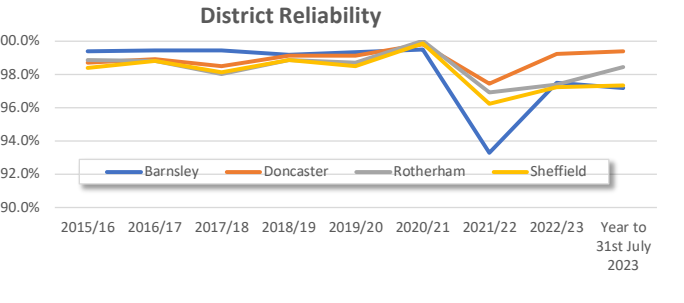
SOUTH YORKSHIRE

PERCENTAGE OPERATED	ACTUAL	TARGET	DIFFERENCE
	97.8%	99.5%	-1.7%

Data Source: Real Time Data

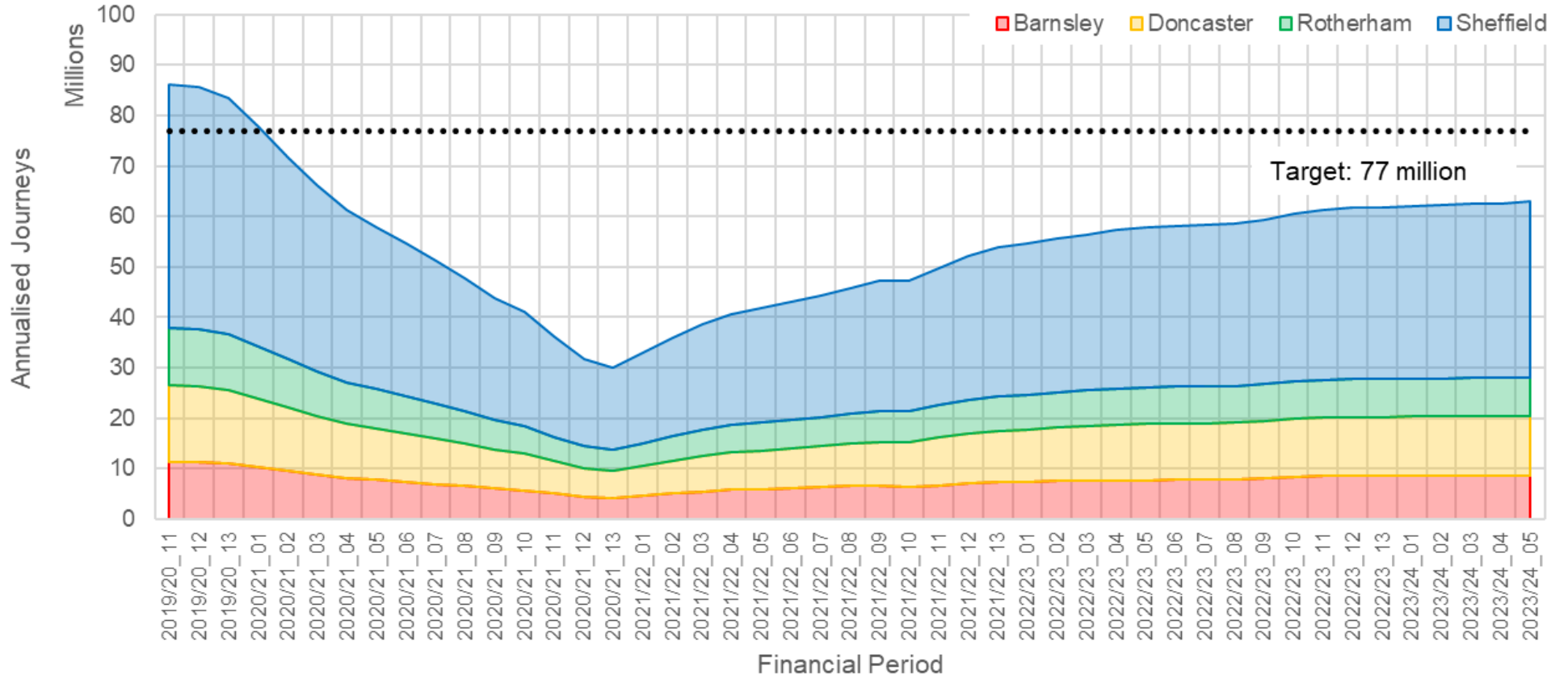
DISTRICTS

	ACTUAL	TARGET	DIFFERENCE
BARNLEY	97.1%	99.5%	-2.4%
DONCASTER	99.3%	99.5%	-0.2%
ROTHERHAM	98.4%	99.5%	-1.1%
SHEFFIELD	97.3%	99.5%	-2.2%



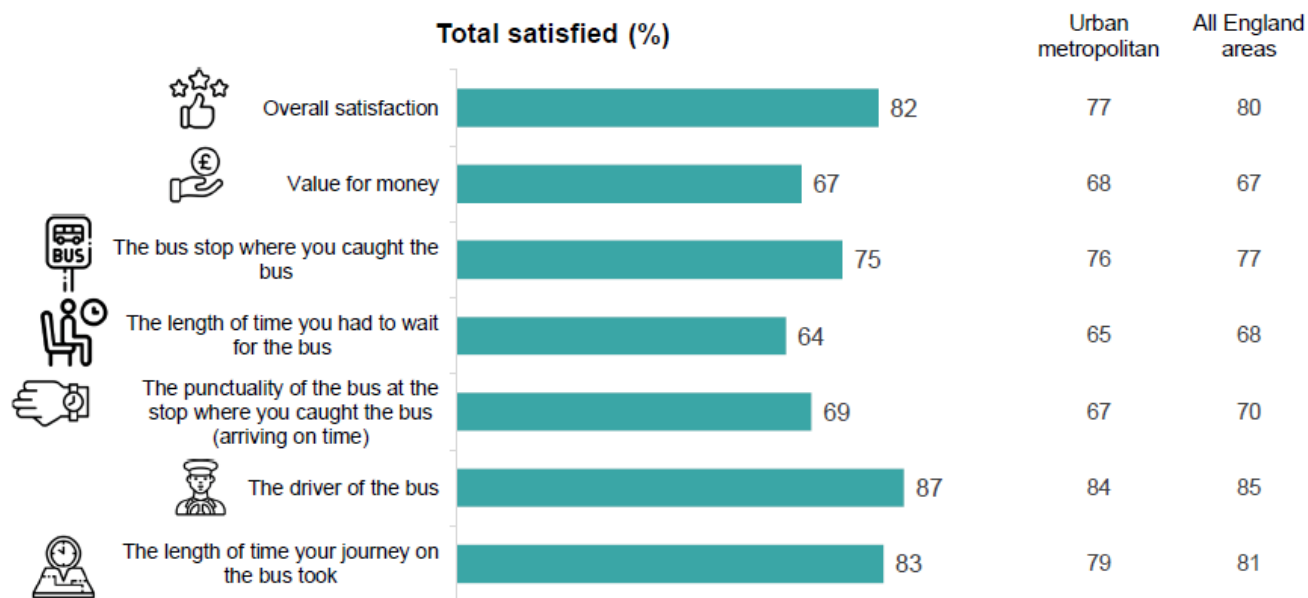
By LA Passenger Trips

Bus Passenger Numbers in South Yorkshire



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Summary of headline results for South Yorkshire



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

Q10A How satisfied were you with the value for money of your journey?

Q8 How satisfied were you with each of the following during the journey?

Base: 373 - 505 Urban metropolitan 2008 - 2973 All England areas 9063 - 14390

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Enhanced Partnership Board

Friday, 03 November 2023

Review of Enhanced Partnership Documents

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:

Pat Beijer, Interim Executive Director Infrastructure and Place

Report Author(s):

Nick Brown, Project Director, Bus Partnerships

Executive Summary

This report provides an update on the process of revising the Enhanced Partnership Scheme (EPS) and Enhanced Partnership Board terms of reference.

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 the Board:

1. Receives an oral update on progress with the review of the EP Scheme and EP Board terms of reference and provides comment.

1. EP Scheme Review

- 1.1 At the last EP Board meeting on 29 August 2023, it was agreed not to review the Bus Services Improvement Plan, or the Enhance Partnership Plan at this point in time. However, it was agreed to proceed with a review of the EP Scheme and EP Board terms of reference. The aim is to present recommendations on both reviews to the EP Board at its December 2023 meeting.
- 1.2 The BSIP and EP Plan set out the overall strategy for improving bus services and growing bus patronage in South Yorkshire. The EP Scheme sets out a list of specific deliverables that EP partners have agreed to implement, including target dates, in support of the BSIP and EP Plan. The EP Scheme is a formal, legal document prepared under Section 138 of the Transport Act 2000. Progress with delivering against this programme is reported to each EP Board meeting.
- 1.3 The original EP Scheme was signed by SYMCA, SYPTE (before it was legally merged with SYMCA) and the four local authorities in South Yorkshire, following statutory consultation with bus operators and other relevant agencies. It came into effect on 1 April 2022. Since then, there have been two formal variations, which were endorsed by the EP Boards of 21 June 2022 and 4 October 2022 respectively.
- 1.4 On 29 November 2022, the EP Board considered and approved the “Refreshed EP”. This document contained a series of new and accelerated commitments in support of the EP Plan and BSIP. However, the commitments in the Refreshed EP have never been incorporated into the EP Scheme, and therefore have no formal legal status.
- 1.5 The decision to formally review the EP Scheme is an opportunity to consider:
- Progress to date in achieving the goals and targets set out in the BSIP and EP Plan.
 - The economic, social, environmental conditions that currently face the South Yorkshire bus market and wider transport system.
 - The government policy and funding environment.
 - Whether the commitments in the EP Scheme and Refreshed EP are:
 - Sufficient to deliver the goals and targets in the BSIP and EP.
 - Deliverable and affordable.
- 1.6 As a consequence, it is anticipated that a revised EP Scheme will be developed with a new set of commitments, to cover a period of 1-2 years.
- 1.7 To progress this work, an initial multi-agency workshop is being arranged. An oral update on progress will be provided to the EP Board meeting.

2. EP Board terms of reference

- 2.1 The EP Board terms of reference make clear that the terms of reference should be reviewed annually. They state that any changes will be approved by Transport and Environment Board (TEB) or any other relevant formal governance boards. It was agreed at the EP Board on 29 August 2023 to review these terms of reference, and bring recommendations to the December EP Board.

- 2.2 It is proposed that the review includes the following:
1. The membership of the EP Board, and governance relationship between the EP Board and the MCA. For example, the role of Vice-Chair of the EP Board is currently specified as the Local Authority Chair of the Transport and Environment Board, which has been discontinued in wider governance changes at the MCA
 2. The frequency of meetings, and administrative requirements such as the lead time for papers
 3. The structure and membership of subsidiary groups that formally support the work of the Board, which are currently the:
 - EP Development Group
 - EP Operations Group
 - EP Forum

2.3 This work will again be progressed initially through the multi-agency workshop mentioned in paragraph 1.7 above, with an oral update to the EP Board meeting, and final recommendations brought to the EP Board meeting in December 2023.

3. Recommendations

- 3.1 It is recommended that the Board:
- Receives an oral update on progress with the review of the EP Scheme and EP Board terms of reference and provides comment.

4. Consultation on Proposal

4.1 Not applicable as a discussion paper only.

5. Timetable and Accountability for Implementing this Decision

5.1 Not applicable as a discussion paper only.

6. Financial and Procurement Implications and Advice

6.1 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

7. Legal Implications and Advice

7.1 Not applicable as a discussion paper only.

8. Human Resources Implications and Advice

8.1 Not applicable as a discussion paper only.

9. Equality and Diversity Implications and Advice

9.1 Not applicable as a discussion paper only

10. Climate Change Implications and Advice

10.1 Not applicable as a discussion paper only.

11. Information and Communication Technology Implications and Advice

11.1 Not applicable as a discussion paper only.

12. Communications and Marketing Implications and Advice

12.1 Not applicable as a discussion paper only.