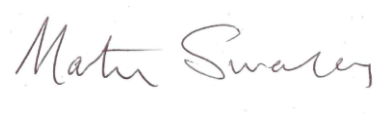


Saturday, 19 August 2023

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: **Tuesday, 29 August 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 (Vice-Chair,
in the Chair)
Pat Beijer
Matt Kitchin
Andrew McGuinness
Claire Walters
Ross Hitchcock

South Yorkshire Mayoral Combined Authority
Rotherham MBC

SYMCA Executive Team
Stagecoach Yorkshire
CPT
Public Bus Users
TM Travel (and other small operators)

Enhanced Partnership Board

Tuesday, 29 August 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 - 14
3.	Bus Operator Updates	Operators	15 - 20
4.	Stagecoach Innovation Day	Matt Kitchin	Slides
5.	EP Forum Update	Claire Walters	Verbal
6.	EP Progress Update	Nick Brown	21 - 50
7.	Review of EP Documents	Nick Brown	51 - 56
8.	Items of Confidentiality	Chair	
9.	Any Other Business	Chair	

Date of next meeting: Tuesday, 24 October 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, 9 MAY 2023 AT 2.00 PM

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



PRESENT:

Mayor Oliver Coppard (Chair)	South Yorkshire Mayoral Combined Authority
Councillor Chris Read	Rotherham MBC
Dawn Badminton-Capps	Public Bus Users
Ross Hitchcock	TM Travel (and other small operators)
Ian Humphreys	First Yorkshire
Matt Kitchin	Stagecoach Yorkshire
Andrew McGuinness	CPT
Mike Watson	First South Yorkshire
Pat Beijer	SYMCA Executive Team
John Dowie	SYMCA Executive Team

IN ATTENDANCE:

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

APOLOGIES:

None.

51 Chair's Welcome and Apologies

The Chair welcomed all to the meeting, in particular Ross Hitchcock from TM Travel who had been invited to attend future meetings and Mike Watson who would be acting as the First Representative going forward.

52 Minutes & actions of the previous meeting

The Bus Partnerships Project Director provided an update on the progress of a number of actions.

It was planned to update the Enhanced Partnership (EP) Forum of any upcoming service changes at either the June or August meeting of the Forum (Minute No. 47a).

A Working Group comprising of senior operator and MCA representatives had been convened to focus on progressing agreed actions. The Group had met twice since the previous EP Board meeting (Minute No. 44(iii)).

The Stagecoach Representative advised that the Mayor would shortly receive a letter setting out the plan for the delivery of 'tap and cap' within Stagecoach (Minute No.44(ii)).

The Director of Public Transport Operations commented that there were indications that the Department for Transport (DfT) was considering a further extension of Bus Recovery Grant (BRG) funding. This could potentially supplement the core 3-year tendered services budget with additional shorter term contracts.

RESOLVED that the minutes of the meeting held on 21 March be approved.

53

Enhanced Partnership Programme Delivery Update

The Board was informed of progress against agreed targets and deliverables and targets. Patronage was continuing to grow slowly, and reliability had almost reached the target of 99.5%. Concerningly, punctuality remained low.

6 key areas had been identified where progress was behind schedule:

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

In terms of bus priority, Members considered that, where possible, the inclusion of benefits for non-bus users should also be explored to engender local support.

ACTION: Operators to share case studies of successful bus priority programmes from other areas with the MCA and local authorities, including sharing comparative data to demonstrate positive impact on services.

The Executive Director of Infrastructure & Place stated that trialling new services at operators' financial risk could start to change the negative public perception of bus operators in South Yorkshire. Operators advised that they were now exploring possible network enhancements following 12 months focussed on recovery and ensuring that they had a good foundation on which to build.

ACTION: The Bus Partnerships Project Director to investigate areas where park and ride sites have been successful.

ACTION: Operators to share information on park and ride sites in other areas with the MCA.

Discussions around ticket simplification were ongoing. Operators were each independently working on modelling a potential simple fare structure for when the national fare cap came to an end. The structure and price points of period

products were being assessed. This work would also affect the TravelMaster multi-operator tickets.

The Chair observed that the complex ticketing structure in the region was a barrier to people using public transport. He emphasised that ticket simplification should be a priority.

RESOLVED that Members:

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

54 **Enhanced Partnership Forum Update / Approval of Customer Charter**

The Bus Partnership Project Director presented the South Yorkshire Bus Promise for the Board's consideration.

The South Yorkshire Bus Promise expressed the standards that users should expect and the best endeavours of partners to deliver these. The Promise was set out in four stages:

- Before your journey
- Waiting for your bus
- On the bus
- After your journey.

It was also proposed to develop an interactive tool on the Travel South Yorkshire website to communicate the content in an engaging, customer-focused way. A coordinated approach to training customer facing staff would also reduce any confusion and ensure a consistent message to the public.

It was confirmed that, following discussions at previous meetings, First would agree to the wheelchair promise.

RESOLVED that Members:

1. Approve the draft South Yorkshire Bus Promise attached as Appendix 1.
2. Agree to publish the Bus Promise within around 6 weeks, to coincide with the launch of a proposed interactive tool on the Travel South Yorkshire website that communicates the content in an engaging, customer-focused way.

55 **Items of Confidentiality**

None.

56 **Any Other Business**

The Executive Director of Infrastructure & Place advised the Board that following lobbying of Government, DfT had confirmed it may be able to consider funding a locally agreed proposition for bus service improvements, albeit landing this in practice is likely to be challenging.

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

Signed

Name

Position

Date

Enhanced Partnership Board

Action Log from 9th May 2023

Open Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
09/05/2023	53 (iii)	Enhanced Partnership Programme Delivery Update Operators to share information on park and ride sites in other areas with the MCA.	Operators		
09/05/2023	53 (i)	Enhanced Partnership Programme Delivery Update Operators to share case studies of successful bus priority programmes from other areas with the MCA and local authorities, including sharing comparative data to demonstrate positive impact on services.	Operators		
21/03/2023	50	Any Other Business 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.	Nick Brown	TM Travel invited to future EP Board, ToRs for EP Board to be updated for approval at a future EP Board alongside other changes that may be required.	Ongoing
21/03/2023	46a	Use of Prospective Scheduling Software to Improve Punctuality The First Representative to provide an update on the use of Prospective Scheduling Software, confirm when it is planned to be implemented in	Zoe Hands	Due to be considered at the October meeting.	Pending

Meeting Date	Minute No	Action	Action Owner	Update	Status
		South Yorkshire and its effects on punctuality to be brought to the October meeting.			
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.	Nick Brown / Tim Taylor	New revenue funding for DRT piloting has recently been identified within SYMCA. Delivery timeline to be amended once pilot scheme(s) chosen.	Ongoing
31/01/2023	41 (ii)	Any Other Business The Democratic Services Officer to add an item on Coach to an agenda of a future meeting.	Ellen Hinsley	An item on Coach to be considered at a future meeting.	Pending
31/01/2023	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.	Nick Brown	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

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 October 2023 (also see action 44 (i)).	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

Recently Completed Actions

Meeting Date	Minute No	Action	Action Owner	Update	Status
09/05/2023	53 (ii)	Enhanced Partnership Programme Delivery Update The Bus Partnerships Project Director to investigate areas where park and ride sites have been successful.	Nick Brown	The future strategy for park and ride needs to be considered as part of the current work on a Local Transport Plan for South Yorkshire. It is therefore proposed not to include in EP Scheme.	Closed
21/03/2023	48	Update on Bus Priority Measures 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	Nick Brown	Future bus priority proposals being developed through officer level	Closed

Meeting Date	Minute No	Action	Action Owner	Update	Status
		Minute No 44). Progress to be reported at the next meeting.		meetings described in minute 44(iv) below.	
21/03/2023	47a	EP Forum Updates 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.	Tim Taylor & Nick Brown	EP Forum meetings used to provide updates as required.	Closed
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	Regular meetings at officer level are taking place.	Closed
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.	Nick Brown	Working group established and meeting monthly.	Closed
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 Kitchen	The Stagecoach Representative sent a letter to the Mayor on 29 June 2023 (update included in progress report for the August 2023 EP Board).	Closed

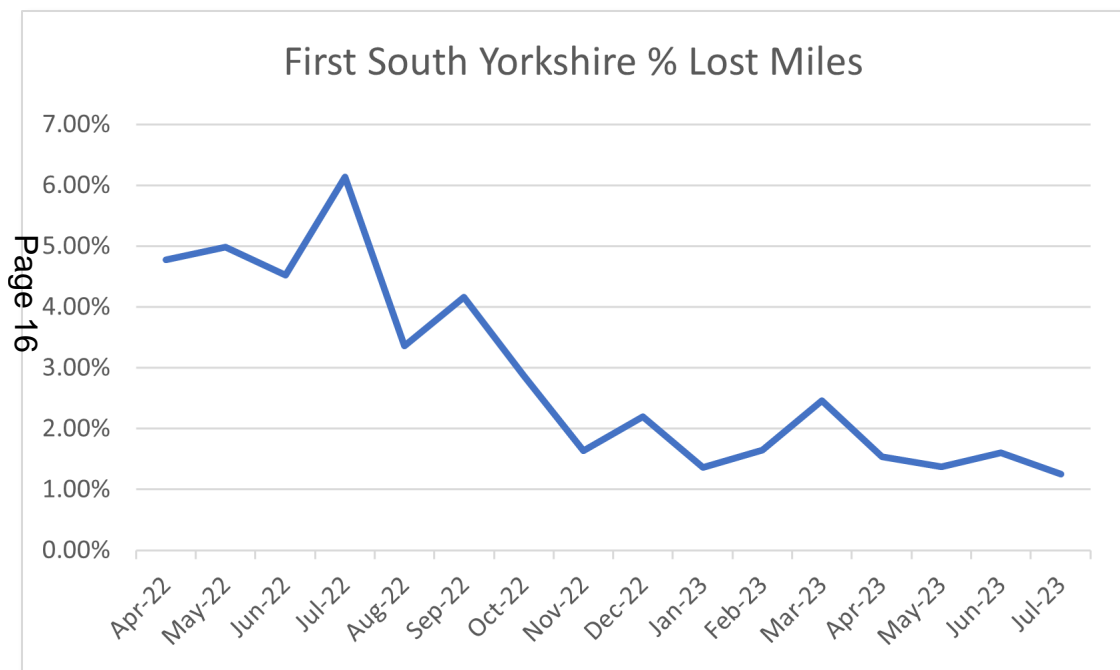
Meeting Date	Minute No	Action	Action Owner	Update	Status
21/03/2023	43	Minutes & Actions of the Previous Meeting The First Representative to seek to resolve internal agreement for the onward travel for wheelchair users in time for the next Board meeting.	Ian Humphreys	It was confirmed that, following discussions at previous meetings, First would agree to the wheelchair promise.	Closed
31/01/2023	41 (i)	Any Other Business The Marketing Manager to share a marketing plan with the Board prior to the next meeting.	Nick Brown	Work on EP marketing plan put on hold, on the basis that there is no clear evidence base that demonstrates the potential effectiveness of such a campaign, especially in a time the network has challenges around the quality and provision of services.	Closed
31/01/2023	39b	EP Forum Members - Changes Proposed The Director of Public Transport Development to further consider how best to secure health service representation whether from a Trade Union or the ICP.	Pat Beijer	Representatives now invited from Medact and Unite Community SY	Closed

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MAYORAL UPDATE

First South Yorkshire
August 2023

OUR CONTINUED FOCUS ON IMPROVING SERVICE DELIVERY



Reliability: 95% to 99% improvement over last 12 months - consolidate

Punctuality: c.80% - expected min c.5% improvement with Prospective

CHALLENGES & OPPORTUNITIES

Patronage: 80% pre-COVID levels but with 20% less mileage

Concessions: 40% lower than pre-COVID but 7% up on last year

Funding: SY funding challenges

Opportunities:

- Jointly lobby for a better deal for SY
- Obtain Zebra funding for Doncaster & Sheffield Trials
- Post-Zoom Beyond discounted product
- Network development and growth intentions
- Ticketing investment and simplification



ENHANCED PARTNERSHIP +

DELIVERS REQUIRED CHANGES FASTER AND FOR GREATER VALUE FOR MONEY

- **An integrated network**
with service change protocol
- **Multi-operator ticketing**
simplicity for passengers
- **A coordinated plan for bus priority**
to enable quicker & more reliable bus journeys
- **A unified customer-focused approach**
via a single point of contact and a unifying brand
- **An accelerated green pathway**
backed by our own investment

KEY FEATURES

- a **legally-binding multi-operator partnership.**
- Agreement to re-invest in the network in either supporting tendered services or frequency increases or new services
- a package of **shared commitments** with overarching **Mayoral control.**

THE FUTURE TOGETHER



■ Communication

- Effective 2-way engagement between SYMCA, First & wider partnership
- Outward facing stakeholder management

■ Delivery & Commitment

- Accountability to deliver on actions
- Focus on short and medium term growth

■ Mutual understanding

- Aspirations of Mayor & SYMCA
- Sustainability & long-term investment commitment
- Avoid 'investment and action' vacuum

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Enhanced Partnership Board

Tuesday, 29 August 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, Acting Executive Director of Transport

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

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:

- The South Yorkshire Bus Promise was agreed at the last EP Board meeting on 9 May 2023 and will be released in the near future once all parties have confirmed their readiness to deliver the respective standards within this document.
- Regular conversations are being scheduled to ensure that funded bus priority measures are progressing, and that a pipeline of future projects is developed in each local authority area.
- An improved TSY mobile phone-accessible live departure/real time information system has been developed and is soon to be released on the TSY website.
- Work has started on a TSY retail and information app, to be completed by March 2024.
- SYMCA has identified funding for a number of trials of Demand Responsive Transport and other ways to provide accessibility to individuals and communities for whom providing traditional bus services may be not cost effective. Work is underway to identify suitable projects.
- The extension of the government £2 fare cap to October 2023 and the further extension for another year at £2.50 to November 2024, will continue to reduce travel costs and simplify ticket purchase for many people in South Yorkshire for the next 14 months.
- TravelMaster has agreed to introduce new all-SY multi-operator, bus-only day, seven-day, 28-day and annual tickets. This will be known as the SYBus product. These will be significantly cheaper than the current SY-Connect tickets, which include tram travel. They are likely to be a cost-effective option for passengers that want to travel across local authority boundaries on multiple operator services.
- TravelMaster has also informed us they have been assisting with the delivery of the Derbyshire multi-operator bus ticket. This benefits residents and visitors to Sheffield by enabling journeys on any bus to and from Sheffield City Centre into Derbyshire, including the Peak District.
- The reliability of services has dipped slightly, but remains good at 97.7% for the 12 months to May 2023 against a target of 99.5%.

1.3 The following are key areas where progress is behind the 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. These changes will come into effect from late October/early November 2023.

- It is now clear that progress in the delivery of ticket simplification is dependent on a subsidy being made available for selected TravelMaster multi-operator products. This will require additional funding from government. There is no evidence to suggest this funding will be forthcoming in the near future.
- Recent slow growth in patronage appears to have flattened 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 £2 fare cap, (£2.50 from 1 November 2023). This is on the basis that there is no clear evidence base that demonstrates the potential effectiveness of such a campaign, especially in a time the network has challenges around the quality and provision of services. The priority is to develop better behavioural research into the factors that deter bus use and the measures that are likely to encourage it.
- However, SYMCA would still like to discuss with Operators an option to promote more general improvements and investment in the system and network, using TSY and operators as the primary vehicle for the campaign. Arrangements for this proposal are in progress at time of writing.
- High levels of fraud have led TravelMaster to remove the ability for customers to purchase 7-day passes on board buses using contactless payments. The tickets can still be purchased on-vehicle, using cash and are available online and through the TravelMaster app at a slightly lower price than previously available on board.

1.4 The following paragraphs provide a more detailed update on those key EP Board commitments where progress has been slow, including those reported at the last EP Board meeting. Changes to the RAG rating are recorded in the titles.

1.5 ***Ticket simplification (moved from red to amber)***

TravelMaster has agreed to introduce new all-SY multi-operator, bus-only day, seven-day, 28-day and annual tickets in November 2023. These will be significantly cheaper than the SY Connect ticket, which costs £8.00 for a day pass and includes tram travel. The new tickets are likely to be a cost-effective option for passengers that want to travel across local authority boundaries and on multi-operator services.

The launch of these new tickets does not in itself simplify the range of ticket products available. The proposed commercial price point is unlikely to attract many passengers from the single-operator products. However, the new ticket products would attract passengers to switch and could be a widely promoted ticket in the future if the ticket price were to be reduced to the point that it is comparable with single-operator products. TravelMaster has clarified that doing so would require public subsidy.

TravelMaster is currently modelling what levels of subsidy would be required for a number of possible price points, with the lowest price point (£5.00) having the greatest impact in attracting users to switch from single-operator equivalent products. Decisions on whether to then remove the single-operator products

(which is ultimately required to achieve ticket simplification) are commercial decisions that operators must make independently.

Once subsidy requirements for different price points have been established, further progress will be dependent on new funding from government. SYMCA will continue to seek this funding from government, but there is no evidence to suggest this will be forthcoming in the near future.

1.6 ***Bus priority (moved from red to amber)***

SYMCA has initiated regular discussions involving local authority officers, bus operators and SYMCA to oversee the delivery of agreed bus priority measures, and to develop a forward programme of measures for the future. This will provide a framework for ensuring that bus priority is delivered according to the programme.

Of the named bus priority projects in the EP Scheme, most are at or near completion. However, the A61 bus priority/road widening scheme remains behind schedule, with completion now expected October 2025. There have also been delays in delivery of some of the bus priority measures in Sheffield funded through the TCF programme, although these are not specifically referenced on the EP Scheme.

1.7 ***Network development – trials of new services (retain at red)***

There have been no trials of significant new commercial services reported by operators.

We should however note that there has been a focus on using existing resources to protect the current network in lieu of potentially trialling new services; this has been primarily resources used to deliver tendered services paid for by SYMCA.

Operators have also highlighted an interdependency with bus punctuality as maintaining current frequencies but with worsening journey times means committing more resource to maintain an existing timetable. This limits the amount of available resource to trial new services.

There have been some minor positive developments in relation to subsidised services reported by operators for South Yorkshire residents. Specifically, the X17 has been extended to Derbyshire as a consequence of Derbyshire County Council's BSIP funding, which will benefit South Yorkshire residents seeking to travel across the boundary.

1.8 ***Demand responsive transport (DRT) trial (move from red to amber)***

As previously noted, the funding of a DRT trial was included in the Levelling Up Fund bid to government, which we learned was unsuccessful after the EP scheme was agreed.

However, SYMCA has recently identified a one-off fund to be used for trialling new cost effective ways to provide accessibility in areas where traditional bus services are expensive to maintain. Ideas for use of this fund are currently being collated,

but it is likely to involve some form of DRT, community transport provision, and/or taxi services.

1.9 ***Identification of new park and ride sites and transport hubs (remain at red, propose not to include in EP Scheme)***

Given the level of under-utilisation of most park and ride sites in South Yorkshire, and in particular the bus-based park and ride sites, we do not propose any new investment in this area in the short term. This suggestion was in the Refreshed EP document and has not been formally added as an EP Scheme commitment. Park and rides are being reviewed to inform a strategy and plan as part of the preparatory works to deliver a new Local Transport Plan. Pending the outcome of this work, we therefore suggest that this item is not currently included a variation to the EP Scheme.

1.10 ***Introduction of multi-operator tap and cap electronic payment systems (moved from red to amber)***

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 with Stagecoach confirming tap off functionality is deferred to be incorporated in the next generation ticketing equipment.

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 October 2024 as possible.

1.11 ***South Yorkshire Bus Promise (remains at green)***

The Bus Promise was agreed at the last meeting of the EP Board in May 2023, subject to additional minor changes. Two amendments have been made to the Bus Promise since that meeting:

- The process for escalation of complaints has been revised to reflect the statutory dispute resolution process. Bus Users UK is currently the only registered dispute resolution body for bus services in the UK. The text now reads: "You may escalate complaints to Bus Users UK, which is the registered dispute resolution body for local bus services in the UK."
- The commitment relating to assisting wheelchair users if there is no available space on a bus has been amended to clarify that the operator depot, rather than the driver, would in practice be responsible for arranging alternative transport. The text now reads: "Drivers will advise customers to leave the wheelchair space clear if a wheelchair user requires the space. If a wheelchair user cannot board because allocated spaces are already taken up, the driver will contact their depot to advise of the next bus available for the passenger, or to arrange for an accessible taxi if the wait for the next available bus is too long."

It is intended that the Bus Promise is published following a final check-in to ensure all parties are ready to honour the commitments in the document. This is likely to be in the next 3-4 weeks.

1.12 **Performance Dashboard**

The performance dashboard in Appendix 3 highlights that recent modest growth in patronage has reached a plateau at around 62 million passenger journeys per year, 81% of the 2024/25 target.

Reliability has dipped slightly, but is still relatively high at 97.7% over the 12 months to May 2023, slightly below the 2024/25 target of 99.5%.

Punctuality remains poor at 77.8% over the 12 months to June 2023, against a 2024/25 target of 95%.

2. **Recommendations**

- 2.1 It is recommended that Board members note the updates on the delivery of specific commitments in the EP programme and performance against agreed network targets provided in this paper.

3. **Consultation on Proposal**

- 3.1 Not applicable as a discussion paper only.

4. **Timetable and Accountability for Implementing this Decision**

- 4.1 Not applicable as a discussion paper only.

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

- 5.1 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.

6. **Legal Implications and Advice**

- 6.1 Not applicable as a discussion paper only.

7. **Human Resources Implications and Advice**

- 7.1 Not applicable as a discussion paper only.

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

- 8.1 Not applicable as a discussion paper only.

9. **Climate Change Implications and Advice**

- 9.1 Not applicable as a discussion paper only.

10. Information and Communication Technology Implications and Advice

10.1 Not applicable as a discussion paper only.

11. Communications and Marketing Implications and Advice

11.1 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 (August 2023)

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Appendix 1 – Progress with EP Scheme deliverables

1. More frequent and reliable services

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
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	All street works are near complete. CDC is addressing technical issues with some sites and their configuration. The next stage will be to apply bus priority and validate bus triggers.	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, with full completion expected by September 2023.	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. 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 UTM 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 UTM. Wording to be clarified in next EP Scheme variation. Work is progressing to ensure all vehicles are tracked. Work to upgrade the TSY website will improved access to real time information on mobile phones, and provide vehicle location on a map. There has also been progress with 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 UTM 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 is being 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. Stagecoach have confirmed that following feasibility investigations it was found that integrating tap off technology with their current retail system is too complex. They are adopting a strategy to go back to the market to identify what the next generation of ticketing equipment will look like. 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 October 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 from unallocated LNCT funds to commence in near future.	A
3.3	Review the removal of single operator products in most localised areas (deferred until impact of Government's £2	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	A

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
	single flat fare initiative for 2023 is understood)			both single and multi-operator period products. The government's decision to continue the fare cap to October 2023 and extend it for another year at £2.50, will make a big difference to the simplicity of 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/SCC/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 (rev 2)	Comments	RAG rating
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, and will be launched once all parties have confirmed ability to implement.	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 (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 minimums 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	145 Gainshare funded shelters installed, 2 remaining.	G

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 –TCF and 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	G

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
					has reduced, but remains an issue. MCA-funded driver training programme started in April.	
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 being made in improvements to TSY website. Improved journey planner and real time information 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
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.	R

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
					Enforcement is variable. SCC proposal for red routes currently on hold.	
2.6	Capital programme of bus stop enhancements to standard, including improved customer information	MCA	M	H	145 shelters installed, 2 remaining. 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 subsidy 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 SY interchanges which sell TravelMaster and single operator products. TravelMaster tickets are also available via the TravelMaster App, introduced June 2023 as well as TravelMaster website and Payzone outlets.	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	A

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
					TravelMaster products to TSY app dependent on 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 pricing structure following end of £2.50 fare cap in November 2024, 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 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 October 2024 as possible.	A
3.6	Tap & cap/QR readers for multi operator from 2024	Operators	S	H	As above	A

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
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

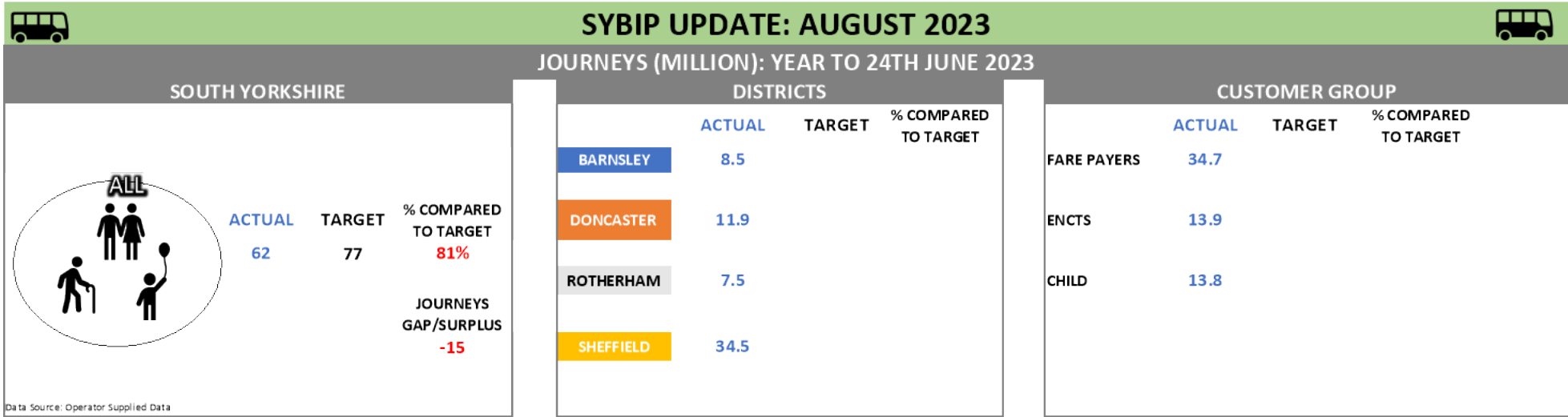
Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
4.1	Joint value for money marketing campaign to coincide with £2 capped fare (local, then national) linking to promotion of TM products & including targeting of the leisure market	Joint	F	H?	SYMCA has withdrawn 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. We would like to explore an alternative campaign focussing on system improvements.	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, and is under consideration.	A
4.5	Explore arrangements for confidential sharing of individual company operating margin data to check that operators are not making super normal profits	Joint	F	H???	Early discussions with operators, 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
	(either directly or via trusted intermediary).					

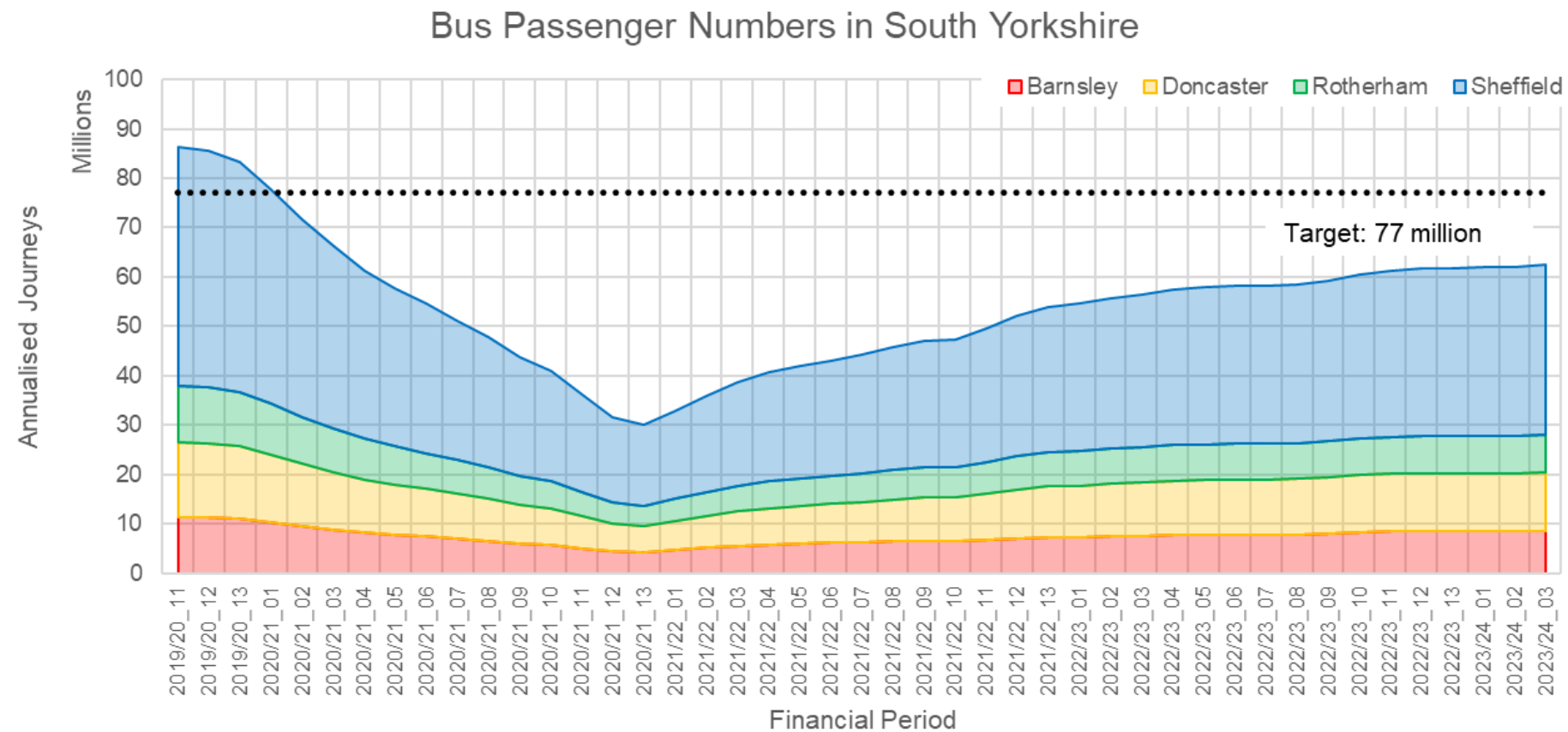
*Updated from 29 November presentation to EP Board

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By LA Summary



By LA
Passenger
Trips



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Enhanced Partnership Board

Tuesday, 29 August 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, Acting Executive Director of Transport

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

Executive Summary

This report recommends a process for revising the Bus Service Improvement Plan (BSIP), Enhanced Partnership Plan (EPP), Enhanced Partnership Scheme (EPS) and Enhanced Partnership Terms of Reference. It also notes a change to the Chair of the EP Forum.

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

1. BSIP, EP Plan and EP Scheme review

- 1.1 The Department for Transport (DfT) has encouraged all local transport authorities to regularly update their Bus Service Improvement Plans (BSIPs). The development of BSIPs was originally a pre-requisite for bidding for government funding under the BSIP programme. Although South Yorkshire prepared a BSIP and submitted a funding application, the region was unsuccessful in securing a share of the available funding. Nonetheless, DfT has made clear that any future funding allocations are likely to take account of the extent to which BSIPs are current and reflective of the latest situation locally.
- 1.2 Feedback from DfT on the South Yorkshire BSIP stated that it:
 - Provided a good analysis of the current bus offer, trends and comparisons with other relevant areas.
 - Included a range of proposals; interventions were reasonably detailed and covered the broad range of topics specified in the guidance. There was also evidence of good engagement, for example, the Bus Review 2020, which sought the views of a wide range of stakeholders.
 - Was underpinned by other strategies, such as the Local Enterprise Partnership Strategic Bus Service Improvement Plan Economic Plan (SEP).
 - Could have been strengthened with more developed proposals to deliver significant additional bus priority improvements. DfT would also have welcomed more ambitious passenger growth targets based on current forecasts.
 - Was missing some data, for example, there was limited information on service frequencies of non-Key Route Network routes. DfT wanted more detail on the parking strategy, for instance, a commitment to address the availability and cost of parking across the region.
 - Could have been strengthened with more information on deliverability, particularly on the level of resource already in place or needed to deliver the plan.
- 1.3 Despite this feedback, it is questionable whether now is the right time to revise the BSIP. The process for revising the BSIP is likely to require a significant level of resource that is currently not available in SYMCA. More significantly, we are in the midst of assessing franchising as an alternative delivery model option. The decision on whether or not to pursue franchising will have a strong bearing on the nature of a future revised BSIP, and could impact the EP itself. Finally, the BSIP is effectively a strategy for improving bus services that should be viewed as part of wider integrated transport strategy. SYMCA is currently in the process of developing a new transport strategy in the form of the Local Transport Plan, and to revise the BSIP prior to this could be seen as premature.

- 1.4 For these reasons, we recommend that the BSIP is not revised at this point in time, and that any revision follows both the decision on franchising and the adoption of the new South Yorkshire Local Transport Plan.
- 1.5 The Enhanced Partnership Plan is a delivery plan for the BSIP. For the same reasons as set out above, we do not consider it an appropriate time to revise the Enhanced Partnership Plan. This should be revised in conjunction with, or shortly after, the revision of the BSIP.
- 1.6 In order to respond to the need to keep the EP programme fresh and up-to-date, however, we recommend that the EP Scheme is subject to a review. The EP Scheme contains commitments to specific, timed deliverables that are designed to implement the EP Plan. Although there have been two variations since it was first adopted on 1 April 2022, it is now somewhat out-of-date. Indeed, Paragraph 5.9 of the EP Scheme requires that the Scheme is subject to review by SYMCA at least annually. It is therefore proposed that a review of the EP Scheme is undertaken over the next 3-4 months, and is considered at the EP Board meeting on 19 December 2023. This allows time for required consultation under section 138F of the Transport Act 2000, including with the Traffic Commissioner and Competition and Mergers Authority.
- 1.7 The review of the EP Scheme will be an opportunity to incorporate relevant parts of the 'Refreshed EP'. The Refreshed EP contained a series of new and accelerated commitments in support of the EP Plan and BSIP. These were agreed by the EP Board in November 2022, but were never incorporated into the EP Scheme and therefore have no formal status. Although progress in delivering the Refreshed EP has been regularly reported alongside progress in delivering the EP Scheme, the status of the former has been somewhat ambiguous. The proposed review of the EP Scheme is an opportunity to remove this ambiguity by incorporating relevant Refreshed EP content into the formal EP Scheme.

2. EP Terms of Reference

- 2.1 The EP Board Terms of Reference make clear that the Terms of Reference should be reviewed annually. It states that any changes will be approved by Transport and Environment Board (TEB) or any other relevant formal governance boards.

The South Yorkshire MCA has agreed to implement a number of governance changes which will require changes to the EP Board Terms of Reference. 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 (TEB), and under the new governance arrangements the TEB has been discontinued.

It is therefore intended that a formal review is undertaken, and that proposed changes are presented to the EP Board on 19 December 2023 for endorsement, after which they will be submitted for approval to the governance structures that replace the TEB.

3. Change to the Chair of the EP Forum

- 3.1 The role of Chair of the EP Forum since its inception has been performed by Dawn Badminton-Capps, Director for England, Bus Users UK. This role has also involved

membership of the EP Board. Dawn Badminton-Capps has taken up a new role outside Bus Users UK, and will therefore no longer perform the role.

- 3.2 The EP Board Terms of Reference require that one Member of the EP Board is a representative of the EP Forum. In practice, this has been the Chair of the EP Forum since the EP Board was first created. The EP Forum Chair role has been temporarily taken up by Claire Walters, Chief Executive of Bus Users UK, pending the appointment of a successor to Dawn Badminton-Capps, which is likely to be from October 2023.

4. Recommendations

- 4.1 It is recommended that the Board:
1. Agrees to a review of the EP Scheme, with recommendations for consideration at the 19 December 2023 EP Board meeting.
 2. Agrees to a review of the EP Board terms of reference, with recommendations for consideration at the 19 December 2023 EP Board meeting.
 3. Notes a change to the Chair of the EP Forum, and thanks Dawn Badminton-Capps for performing the Chair role since its inception.

5. Consultation on Proposal

- 5.1 Not applicable as a discussion paper only.

6. Timetable and Accountability for Implementing this Decision

- 6.1 Not applicable as a discussion paper only.

7. Financial and Procurement Implications and Advice

- 7.1 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.

8. Legal Implications and Advice

- 8.1 Not applicable as a discussion paper only.

9. Human Resources Implications and Advice

- 9.1 Not applicable as a discussion paper only.

10. Equality and Diversity Implications and Advice

- 10.1 Not applicable as a discussion paper only.

11. Climate Change Implications and Advice

- 11.1 Not applicable as a discussion paper only.

12. Information and Communication Technology Implications and Advice

12.1 Not applicable as a discussion paper only.

13. Communications and Marketing Implications and Advice

13.1 Not applicable as a discussion paper only.

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