### **Public Document Pack**



Monday, 20 May 2024

To: Members of the Enhanced Partnership Board and Appropriate Officers

#### NOTICE OF MEETING

Dear Colleagues,

Attached is the agenda and papers for the virtual meeting on: **Monday, 3 June 2024** at **1.00 pm** for the purpose of transacting the business set out in the agenda.

Matur Swaley

Martin Swales Chief Executive and Head of Paid Service

#### **Member Distribution**

Mayor Oliver Coppard (Chair) Councillor Chris Read Melanie Corcoran Zoe Hands Lydia Horbury Matt Kitchin Andrew McGuinness South Yorkshire Mayoral Combined Authority Rotherham MBC SYMCA Executive Team First South Yorkshire Bus Users Stagecoach Yorkshire CPT

#### **Enhanced Partnership Board**

Monday, 3 June 2024 at 1.00 pm

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



**Date of next meeting:** Tuesday, 16 July 2024 at 2.00 pm **At:** South Yorkshire MCA, 11 Broad Street West, Sheffield, S1 2BQ



#### ENHANCED PARTNERSHIP BOARD

#### **MINUTES OF THE MEETING HELD ON:**

#### TUESDAY, 20 FEBRUARY 2024 AT 2.00 PM

#### SOUTH YORKSHIRE SYNCA MAYORAL COMBINED AUTHORITY

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
Lydia Horbury	Bus Users
Ross Hitchcock	TM Travel (and other small operators)

#### In Attendance:

Melanie Corcoran	Executive Director of Transport	SYMCA Executive Team
Steven Pleasant	Healthy Life Expectancy Lead	SYMCA Executive Team
Nick Brown	Bus Partnerships Project Director	SYMCA Executive Team
Tim Taylor	Director of Public Transport Operations	SYMCA Executive Team
Paul Castle	Environment and Transport Service Director	Barnsley MBC
Ellen Hinsley	Minute Taker	SYMCA Executive Team

#### **Apologies:**

Mayor Oliver CoppardSouth Yorkshire Mayoral Combined<br/>AuthorityPat BeijerSYMCA Executive Team

#### 83 Chair's Welcome and Apologies

The Chair welcomed all to the meeting, in particular the new Executive Director of Transport, Melanie Corcoran. Apologies were noted as above.

#### 84 Minutes & actions of the previous meeting

The following updates were provided on open actions in the Action Log:

 Minute No. 79(iii) – The First and Stagecoach representatives confirmed that they were happy to produce punctuality data on their respective websites, which could then be linked to MCA and Travel South Yorkshire (TSY).  Minute No. 78(ii) – The Director of Public Transport Operations advised that a report would be going to the Overview & Scrutiny Committee on 14<sup>th</sup> March which considered the impact of the removal of the Zoom Beyond Pass as well as the ongoing impact of the £2 fare cap.

#### ACTION: The Director of Public Transport Operations to share the Overview & Scrutiny report with Enhanced Partnership (EP) Board Members once published.

- Minute No. 78(i) The Bus Partnerships Project Director confirmed that the Bus Promise was now in the public domain as it had been published with the papers for the last meeting. As the Promise contained a mix of current and future expectations it had not yet been publicised while a communications and marketing approach was considered.
- Minute No. 77(i) Insights from the Mayor's public bus meetings had been collated and sent out to operators the previous week.

#### ACTION: Operators to identify any quick wins to resolve in the data from the Mayor's public bus meetings. Any progress to be reported at the May meeting.

# ACTION: The First representative to bring an update on the Use of Prospective Scheduling Software to the May meeting.

- Minute No. 50 Work on the Terms of Reference (ToR) had been superseded by Government's requirement to update the Bus Service Improvement Plan (BSIP). The updated BSIP would feed into the ToR review.
- Minute No. 44(i) The MCA had set up a Transport Innovation Fund (TIF) which was being used to run trials of Demand Responsive Transport in Doncaster and Rotherham. Progress would be reported to future meetings.

**RESOLVED** that the minutes of the meeting held on 19<sup>th</sup> December 2023 be approved.

#### 85 Enhanced Partnership Programme Delivery Update

An EP Programme Delivery Update was presented.

In January Government had announced that all Local Transport Authorities were required to submit updated BSIPs by 12<sup>th</sup> June in order to be eligible for future funding. The MCA had raised concerns as the pre-election period would fall during the proposed timeline, further shortening the time available to do the work but an extension was not expected.

Consideration had been given to making minor amendments to the current BSIP and submitting a similar document however, it was felt that this would be counterproductive as the original version had not been successful in securing BSIP funding. The intention was therefore to reallocate resources and use feedback from the original version to produce the best document possible by the deadline. It was emphasised that commitment from all parties would be key to its success. Due to the tight timescales, a revised BSIP would need to be considered at the next EP Board meeting on 21<sup>st</sup> May. The MCA Board would then need to consider the BSIP for approval at its meeting on 11<sup>th</sup> June. It was noted that the work on the EP Plan and Scheme would be put on hold until after the work to update the BSIP had concluded.

Members agreed that the refreshed BSIP would provide an opportunity to reflect on what had been achieved so far as well as refining ambitions for the future. Operators also expressed the hope that the work would help to reset the public narrative around bus.

# ACTION: The MCA and operators to share internal timelines of approval points to ensure no misalignment in the process.

The Chair cautioned that while it was important to be ambitious, it was also important to be realistic about what could be achieved.

Other items that were discussed included:

- Public consultation of the upcoming service changes had taken place ahead of implementation on 7<sup>th</sup> April.
- The offer from the First Representative at the previous meeting to potentially fund the creation of two posts was currently being explored.
- In terms of real time information, 93% of journeys were currently being tracked and the MCA had allocated funds to ensure that trackers are available on lease to smaller operators.
- A decision on whether the MCA's bid for funding for electric buses under the Zebra 2 programme was expected in March.

#### **RESOLVED** that the EP Board:

- 1. Notes the progress and outstanding issues across the Board's project deliverables and targets, as set out in the report.
- 2. Notes that we have been required by DfT to review the South Yorkshire Bus Services Improvement Plan (BSIP) as a condition of receiving Phase 3 BSIP funding for 2024/25
- 3. Notes that we have sought some flexibility to this timeline with the Department for Transport (DfT), given the forthcoming local elections and the current franchising assessment.
- 4. Notes that further information will be provided at the Board meeting on the proposed process and timeline for the delivery of a revised BSIP.

#### 86 EP Forum Update

A verbal update was provided on the EP Forum.

The Chair of the EP Forum raised the concern that although the Bus Promise was now available in the public domain, it was not easy for members of the public to find. Additionally, as it had not yet been publicised the majority of people would be unaware of it.

#### ACTION: The Bus Partnerships Project Director to ensure that the Bus

Promise be publicly accessible by the next EP Forum meeting on 26<sup>th</sup> March.

# ACTION: The Bus Partnerships Project Director to work with operators on the implementation of the punctuality data across all websites by 26<sup>th</sup> March.

Members of the EP Forum had discussed how to engage with non-bus users to attract a wider range of feedback, suggestions included through local authority youth and older people's services and working with partners such as the universities and NHS.

The Stagecoach Representative highlighted the importance of having a proportional representation of users through the various forums and engagement events.

# ACTION: The EP Forum Chair to circulate guidance on how to ensure a proportional representation of users to Board Members.

The issue of how to improve communication between operators and bus users was also brought up. The First Representative advised that one way that they were working to address was by committing to consulting the public on any proposed changes to the network going forward. The Director of Public Transport Operations added that the MCA was also looking at refining a more predictable timeline ahead of any major service change.

**RESOLVED** that the EP Board note the update.

#### 87 Bus Operator Updates

#### First

The First Representative advised that following the service reductions the previous year, First was now in a much better position and had a strong base from which to start looking at growing the network.

Traffic continued to be the main variable impacting both punctuality and reliability. Real time tracking was at 99.5%, however this did not seem to be reflected in the customer experience.

### ACTION: Operators to work with the MCA to explore how to align the real time data to match public perception.

#### Stagecoach Yorkshire

The Stagecoach Representative outlined the current position:

- Reliability was at 97.7%
- Overall punctuality at 77.7%
- 95.04% of journeys were being tracked
- Patronage had increased by 4.8% on the same period last year.
- Driver turnover was down 28% year on year.

He agreed that traffic remained the single biggest contributing factor impacting on punctuality, the recent snow had also caused some delays and cancellations. Although experiencing growth in other areas, patronage amongst English National Concessionary Travel Scheme (ENCTS) pass holders remained low after the pandemic.

The following planned improvements were also highlighted:

- Increased frequency on Dearne Valley routes
- Timetable changes on the Sheffield route 10 to improve punctuality
- Trial reinstatement of evening services in Thurnscoe supported by Barnsley MBC.

Members particularly welcomed the reinstatement of evening services in Thurscoe and noted their thanks. The Stagecoach Representative confirmed that a joint communications strategy was planned between Stagecoach and Barnsley MBC.

The Director of Public Transport Operations advised that it would be imperative to weigh the costs to the MCA of subsidising ENCTS pass holders against the tendered services budget.

The Executive Director of Transport added that it would be essential to capture a full picture of the improvements already taking place in the region when completing the BSIP.

#### **Stagecoach East Midlands**

The CPT Representative informed the Board that Stagecoach East Midlands was increasing the weekday frequency of the no. 22 between Worksop and Doncaster.

#### TM Travel

The TM Travel Representative noted that they had recently held a successful recruitment open day, which had been supported by the MCA's Routes to Success programme. He had also been working with the MCA to make minor service changes to improve connectivity from April.

**RESOLVED** that the EP Board note the updates.

#### 88 SYMCA Estate

The Director of Public Transport Operations presented an overview of the extent and condition of bus stops and shelters across South Yorkshire.

The SYMCA Estate comprises 7,591 bus stops of which 3,340 have some form of shelter available and 434 also include real time displays.

Approximately, 84% of shelters were installed before 2000, and the general condition of the assets is as you would expect with some in need of repair or replacement. The MCA commits £200,000 per year to replace up to 20 shelters, targeting those known to be in the poorest state of repair. Additionally

stops and shelters are often damaged in road traffic collisions, the costs of which are not always recovered. The MCA also spends £385,000 per year on cleaning stops and shelters every 12 weeks.

The Stagecoach Representative suggested targeting a specific bus corridor and looking to develop a standard for bus stops and shelters across South Yorkshire. Members also considered that the facilities at different stops and shelters should meet the needs of the communities they serve. In some particularly rural areas, bus shelters had been adopted for a variety of uses by the local community. It was noted that the environment around bus stops may have changed since they were introduced and the location of some may no longer be appropriate. Although a number of shelters contain advertising space, this is much less lucrative than it had been previously. It was proposed that this advertising space could be used to promote messages from partners and provide information on disruption affecting the network.

ACTION: The First Representative committed to contributing funds towards bus stop and shelter improvement in opportunity areas where services were due to increase. In instances where the MCA removed a bus stop as there were two in close proximity, she also agreed to refurbish the remaining one.

ACTION: The Director of Public Transport Operations to bring a follow up report on the SYMCA Estate back to the July meeting.

ACTION: The Director of Public Transport Operations to contact the Probation Service to find out whether the improvement of bus stop surroundings could be added to their unpaid work programme.

#### ACTION: The EP Forum Chair to share the DfT Inclusive Mobility report.

**RESOLVED** that the EP Board:

- 1. Notes the information provided on the distribution, age, facilities and facilities provided at bus stops and shelters across South Yorkshire.
- 2. Supports further work to understand which parts of the network could benefit from accelerated investment in stops and shelters.
- 3. Consider what improvements could be made to improve the safety of passengers at bus stops and shelters.
- 4. Share their views as to the relative importance and evidence on the role that high quality stops and shelters help contribute to an attractive bus network.
- 5. Consider any specific known geographical areas for investment.

#### 89 Items of Confidentiality

**RESOLVED** that the Board agree not to publish operator slides due to the commercially sensitive nature of their contents.

#### 90 Any Other Business

The Stagecoach Representative requested that the operator submission deadlines be amended to enable operators to bring as up to date a position to

the meeting as possible. Members agreed that this could be explored, however, operator items would still need to be submitted prior to the internal MCA premeet.

# ACTION: The Democratic Services Officer to review the meeting timelines with a view to agreeing a later submission deadline for operators.

The Chair noted that this would be the Bus Partnerships Project Director's last meeting and thanked him for his hard work and the progress he had made in this space.

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 20<sup>th</sup> February 2024

#### **Open Actions**

Meeting Date	Minute No	Action	Action Owner	Update	Status
20/02/24	90	Any Other Business The Democratic Services Officer to review the meeting timelines with a view to agreeing a later submission deadline for operators.	Ellen Hinsley		
20/02/24	88(iii)	SYMCA Estate The Director of Public Transport Operations to contact the Probation Service to find out whether the improvement of bus stop surroundings could be added to their unpaid work programme.	Tim Taylor	Initial contact made with SY Probation Service requesting details of Community Payback/ Unpaid Work scheme proposals. Awaiting reply from CP Manager.	Ongoing
20/02/24	88(ii)	SYMCA Estate The Director of Public Transport Operations to bring a follow up report on the SYMCA Estate back to the July meeting.	Tim Taylor	Due to be presented to the July meeting.	Ongoing
20/02/24	88(i)	SYMCA Estate The First Representative committed to contributing funds towards bus stop and shelter improvement in	Zoe Hands		



Meeting Date	Minute No	Action	Action Owner	Update	Status
		opportunity areas where services were due to increase. In instances where the MCA removed a bus stop as there were two in close proximity, she also agreed to refurbish the remaining one.			
20/02/24	87	Bus Operator Updates Operators to work with the MCA to explore how to align the real time data to match public perception.	Tim Taylor & Operators	Action is on hold due to resource constraints. Propose to revisit once BSIP refresh has been completed.	On hold.
20/02/24	86(iii)	<b>EP Forum Update</b> The EP Forum Chair to circulate guidance on how to ensure a proportional representation of users to Board Members.	Lydia Horbury		
20/02/24	86(ii)	<b>EP Forum Update</b> The Bus Partnerships Project Director to work with operators on the implementation of the punctuality data across all websites by 26 <sup>th</sup> March.	Nick Brown		
20/02/24	85	Enhanced Partnership Programme Delivery Update The MCA and operators to share internal timelines of approval points to ensure no misalignment in the process.	Tim Taylor & Operators	A service change timeline is being developed for September 2024. This will be shared with operators once confirmed.	Ongoing

Meeting Date	Minute No	Action	Action Owner	Update	Status
20/02/24	84(ii)	Minutes & actions of the previous meeting Operators to identify any quick wins to resolve in the data from the Mayor's public bus meetings. Any progress to be reported at the May meeting.	Operators		
19/12/23	79(i)	Bus Operator Updates: Stagecoach Since 1973 journey times are 36% slower in South Yorkshire, <b>ACTION:</b> Matt Kitchin to look in to whether the figure is this high in London.	Matt Kitchin	To be brought to a future meeting. Awaiting feedback from colleagues.	Ongoing
19/12/23	77(iii)	Enhanced Partnership Programme Delivery Update Director of Public Transport Operations to invite Operators to internal working group on the roll out of CityMapper, and to provide an update to members before the February meeting.	Tim Taylor	Operators are expected to be invited to review the proposed CityMapper App deployment for South Yorkshire following approval by the Mayor on the design and approach being developed.	Ongoing
31/01/20 23	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

#### **Recently Completed Actions**

Meeting Date	Minute No	Action	Action Owner	Update	Status
20/02/24	88(iv)	SYMCA Estate The EP Forum Chair to share the DfT Inclusive Mobility report.	Lydia Horbury	Shared on 20 <sup>th</sup> February.	Complete
20/02/24	86(i)	<b>EP Forum Update</b> The Bus Partnerships Project Director to ensure that the Bus Promise be publicly accessible by the next EP Forum meeting on 26 <sup>th</sup> March.	Nick Brown	Now available under the South Yorkshire Enhanced Partnership section of the website, <u>here</u> .	Complete
20/02/24	84(iii)	Minutes & actions of the previous meeting The First representative to bring an update on the Use of Prospective Scheduling Software to the May meeting.	Zoe Hands	To be included in the regular operator updates item.	Complete
20/02/24	84(i)	Minutes & actions of the previous meeting The Director of Public Transport Operations to share the Overview & Scrutiny report with Enhanced Partnership (EP) Board Members once published.	Tim Taylor	Circulated on 12 <sup>th</sup> March.	Complete
19/12/23	79(iii)	Bus Operator Updates Operators agreed to producing shared data on punctuality across the network.	Operators	Superseded by Minute No. 86(ii)	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
19/12/23	78(ii)	<b>EP Forum Update</b> Operators noted their commitment to growing the network based on usage data and patterns. <b>ACTION:</b> Director of Public Transport Operations to liaise with operators to produce insights on changes in journeys and passenger behaviour following the change to the Zoom Beyond Pass.	Tim Taylor	Superseded by Minute No. 84(i)	Complete
19/12/23	78(i)	<b>EP Forum Update</b> It was noted that the meeting had earlier agreed to publishing and rolling out the Bus Promise, and that communicating its aspirations would be key. <b>ACTION:</b> Project Director Bus Partnerships, operators a meeting to be organised to collaborate on marketing and a release date for the Bus Promise.	Nick Brown	Superseded by Minute No. 86(i)	Complete
19/12/23	77(ii)	Enhanced Partnership Programme Delivery Update Graham Vidler noted ongoing research which had identified a 7-8% increase in bus journeys as a result of the £2 fare cap nationally. ACTION: Graham Vidler to circulate research when published.	Andrew McGuiness	Circulated on 4 <sup>th</sup> April. Can also be accessed <u>here</u> .	Complete

Meeting Date	Minute No	Action	Action Owner	Update	Status
19/12/23	77(i)	Enhanced Partnership Programme Delivery Update Marketing & Communications Officer, Project Director Bus Partnerships, operators - In advance of the February meeting, feedback from public bus meetings to be compiled with updates on which issues have been addressed.	Stuart Owen, Nick Brown & Operators	Superseded by Minute No. 84(ii)	Complete
03/11/2023	69	Update on First's Use of Prospective Scheduling Software to Improve Punctuality The Mayor offered to support any initiatives to raise recognition of good services and recognition of the work of drivers. ACTION: Zoe Hands to contact the Mayor regarding periodic recognition of drivers.	Zoe Hands	Work underway at First to recognise the work of bus drivers. The Mayor to be invited to future ceremonies.	Complete
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	Stagecoach has provided example of Aberdeen where a 25% reduction in journey times has been achieved. Operator benefits are being reinvested in free weekend ticket promotions.	Complete
21/03/2023	50	Any Other Business The Director of Public Transport Development to explore the possibility of a representative from TM	Nick Brown	TM Travel invited to future EP Board meetings. Work on the ToR superseded by	Complete

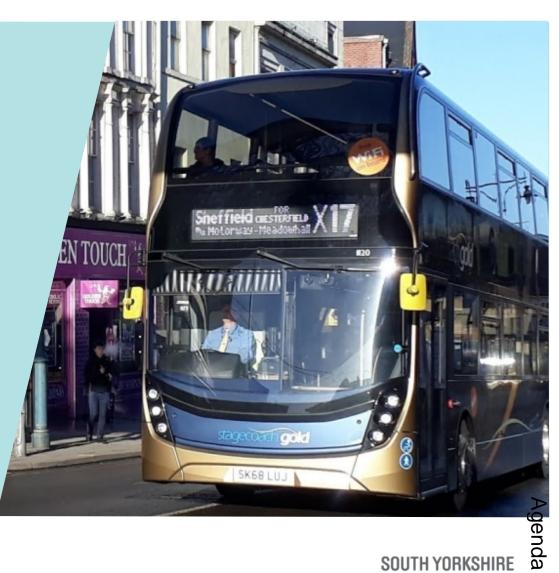
Meeting Date	Minute No	Action	Action Owner	Update	Status
		Travel attending future meetings, either with voting rights or in an observer capacity.		Government's requirement to update the BSIP.	
21/03/2023	44 (i)	Update on EP Programme Delivery The Executive Director of Infrastructure & Place to explore alternative funding options to run a Demand Responsive Transport (DRT) pilot scheme.	Nick Brown / Tim Taylor	The MCA had set up a Transport Innovation Fund (TIF) which was being used to run trials of Demand Responsive Transport in Doncaster and Rotherham. Progress would be reported to future meetings.	Complete

# 2024 BSIP refresh update Enhanced Partnership Board 21<sup>st</sup> May 2024

The information in this slide pack is correct as at 29<sup>th</sup> Apr 2024

#### Generated by

Rob Fairy, Director of Strategic Transport Chloe Shepherd, Head of Strategic Transport South Yorkshire Mayoral Combined Authority



SOUTH YORKSHIRE SYNCA MAYORAL COMBINED AUTHORITY

# Background

- At the end of January 2024, DfT published the 'National Bus Strategy: 2024 Bus Service Improvement Plans Guidance to local authorities and bus operators' document
- This mandated that Bus Service Improvement Plans (BSIPs) should be refreshed by Local Transport Authorities (LTAs), with submission to the DfT by 12<sup>th</sup> June.
- The submission is not a bidding document but the release of £7.82m Phase 3 BSIP funding for 2024/25 is dependent on its submission to the DfT. It also acts as a 'shop window' of future proposals to 2028/29
- In the proposals to 2028/29
  Release of 2024/5 BSIP funding is also dependent on:
  - Publication of the BSIP refresh document on the SYMCA website
  - Completion, and submission to the DfT, of a **Bus Connectivity Assessment (BCA)**
  - In March 2024, in response to LTAs feedback about producing a BSIP aligned to the guidance in the time available, the DfT and Bus Centre of Excellence provided LTAs with a 'minimum viable product' (MVP) of content in their BSIP submissions
  - In **April 2024**, the DfT published information about the Bus Connectivity Assessment requirement, including the spreadsheet and survey that need to be completed

# DfT BSIP and BCA requirement and impact

- The 'minimum viable product' for the BSIP refresh is as follows:
  - Clarification of the geographical area covered by the BSIP
  - An account of progress in **delivery achievements** to the end of 2023/24
  - Monitoring evidence of performance to date against targets set in the 2021 BSIP
  - The 2024/25 delivery programme, alongside other information on spending on buses in 2022/23 and 2023/24
  - Ambitions and proposals for 2025 and beyond, aligned to the national Bus Strategy objectives, with estimated costs and descriptions within 60 words
- The Bus Connectivity Assessment does not have a 'minimum viable product' option, consisting of a data-intense spreadsheet and 'expert opinion'-based survey
- The original intention, as set in February, was to follow the DfT BSIP guidance fully and showcase place-based proposals for improving the bus service, aligned to driving transformational growth, improving health and reducing transport-related social exclusion across South Yorkshire, within a wider integrated public transport offering.
- The **restrictive timescales** for the BSIP refresh, alongside the additional requirements for the Bus Connectivity Assessment, are likely to result in a minimum viable product submission where possible

# SYMCA BSIP refresh submission options as at 30 April 2024

- Option 1 produce and submit a BSIP refresh that follows the guidance to the full
  - +ve : this would mean a complete and compelling BSIP that has dealt with all of the difficult issues and contains a narrative which is fully supported by data and analysis
  - -ve : this cannot be completed ahead of the 12<sup>th</sup> June submission date alongside the mandatory Bus Connectivity Assessment, so the DfT's request would not be met and therefore 2024/25 BSIP funding will not be released in a timely manner
  - **Option 2** produce and submit a BSIP refresh that just contains the **'minimum viable product'** (MVP) as set out by the DfT
    - +ve : this would **meet the DfT's MVP requirement** for funding release, and **could be achieved** within the time available
    - -ve : this would not showcase the place-based vision for buses across South Yorkshire within an integrated transport offering
- **Option 3** produce and submit a BSIP refresh with an '**MVP+**' content
  - +ve : this would meet the DfT's MVP requirement, and also set out SYMCA's vision for buses within a wider context of ambition ahead of any future BSIP funding bidding process
  - -ve : this would need time available to be maximised, with the document being written and compiled to mid / late May. A list of unachievable guidance content would be generated to be resolved in advance of the expected 2025 BSIP refresh / funding bid submission

### Thank you

Rob Fairy, Director of Strategic Transport

Chloe Shepherd, Head of Strategic Transport

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