

## **Public Consultation Survey – South Yorkshire Enhanced Partnership** *Friday 7 January to Sunday 20 February*

### **Topline Report**

#### **1. Executive Summary**

- **1,216** responses were received<sup>1</sup>
  - **1,194** individual responses, **22** ticked as group
  - **97.6%** responses online, **2.4%** on paper
  - **39.0%** of respondents identified as female, **36.9%** as male and **19.6%** not stated
  - The highest number of responses, excluding not stated, was in the 65-74 age group (**17.8%**)
  - The lowest number of responses was in the 17 or under age group (**2.5%**)
  - **24.0%** of respondents consider themselves to be disabled or to have a disability
  - **71.1%** identify as English, Welsh, Scottish, Northern Irish or British and **20.2%** not stated
  - Over **95%** are South Yorkshire residents
  - **47.9%** of respondents travel on the bus at least 3 days per week
- The level of support for each proposal, which is a combination of Strongly Support or Tend to Support, ranges from a high of **76.0%** for long term focus to **42.9%** for additional resources
  - **71.8%** of respondents support the vision and ambition set out in the Plan for how we want to transform the bus network in South Yorkshire (a combination of Strongly Support or Tend to Support)
  - **76.0%** of respondents support our long term focus being on improvements to improve bus reliability, to make sure that the buses, bus stops and our interchanges offer a better experience to bus users and that we should move to towards a cleaner and greener fleet
  - **68.0%** of respondents support our proposed approach to making bus fares and ticketing more simple and more affordable
  - **61.3%** of respondents support our proposed approach to creating more frequent and reliable bus services
  - **63.2%** of respondents support our proposed approach to delivering a better bus experience
  - **58.7%** of respondents support our focus on delivering a net zero emission bus fleet by 2040
  - **42.9%** of respondents agree the Enhanced Partnership will secure additional resources and to deliver improvements to bus services in South Yorkshire

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<sup>1</sup> Paper responses received to 6pm Monday 21/02/2022 have been included in this report.

## 2. Introduction

A South Yorkshire Enhanced Partnership public consultation was undertaken by South Yorkshire Mayoral Combined Authority (SYMCA) on bus improvement plans.

The consultation took place between Friday 7 January to Sunday 20 February.

SYMCA recently approved plans to improve local bus services through a formal Enhanced Bus Partnership Scheme with bus operators, in response to the government's National Bus Strategy (Bus Back Better).

An Enhanced Partnership for South Yorkshire will allow local leaders to work together with operators to improve ticketing, routes, and frequency of services across the region. It will also allow SYMCA to bid for a fair share of £3 billion of national funding pledged by government to encourage local bus use.

Feedback was asked for on the proposed improvements that the Enhanced Partnership is aiming to make – the Enhanced Partnership Plan, and the actions to achieve them – the Enhanced Partnership Scheme.

## 3. Demographics

- **1,216** responses were received
  - **1,194** individual responses, **22** ticked as group
  - The 22 group names and respondent position are listed below;

<b>Group Name</b>	<b>Group Position</b>
Barnsley Older Peoples Community Forum	Treasurer
Sheffield Teaching Hospital Foundation Trust	Travel Plan Co-ordinator
Friends of Dore and Totley Station	Deputy Chairman
Unite Retired Members Branch	Branch Secretary
Unite Retired Members Branch	Branch Secretary
Youth Council	A Youth councillor
Sheffield Children's Hospital	Employee
Sheffield Transport 4 All	Acting Chair
South Yorkshire Retired Members Branch	Treasurer of the Branch
Barnsley Send Forum	Young person
Billingley Village CA Ltd	Chair
Rotherham Borough Council	Senior employment initiatives officer
Better Buses SY	Convenor / Chair
LifeSkills	Manager
XVB	
Rotherham Skills Academy	Academy Manager
Barnsley Trades Union Council	Secretary
South Yorkshire Better Buses Campaign	A Member
Better Buses South Yorkshire	Member
Craft & Berry Ltd	MD
Sheffield Environmental	Lead Campaigner
Sheffield Trade Union Council	Secretary

- **97.6%** responses online, **2.4%** on paper
- **39.0%** of respondents identified as female, **36.9%** as male, **19.6%** not stated, **2.5%** prefer not to say, **1.4%** non-binary / agender / gender fluid and **0.6%** prefer to self describe
- **17.8%** of respondents were aged 65-74 years of age, **14.1%** were 25-34, **11.7%** aged 55-64, **10.2%** were 35-44, **10.0%** aged 45-54, **9.3%** were 18-24, **5.3%** 75 or older, **2.5%** were aged 17 or under and **19.2%** not stated

Gender	17 or under	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older	Not stated	Total
Male	13	42	74	66	54	65	101	34		449
Female	14	58	83	52	64	70	105	27	1	474
Non binary / Agender / Gender fluid	2	9	3	1		1	1			17
Prefer to self describe	1		1	1		1	2	1		7
Prefer not to say		4	9	4	2	4	7		1	31
Not stated			1		1	1	1	2	232	238
<b>Total</b>	<b>30</b>	<b>113</b>	<b>171</b>	<b>124</b>	<b>121</b>	<b>142</b>	<b>217</b>	<b>64</b>	<b>234</b>	<b>1,216</b>

- **24.0%** of respondents identify as having day-to-day activities limited a lot or limited a little because of a long-term health problem, impairment or disability, **53.1%** are not disabled, **2.8%** prefer not to say and **20.1%** not stated

Disabled?	Respondents	
Yes - Limited a lot	79	6.5%
Yes - Limited a little	213	17.5%
No	646	53.1%
Prefer not to say	34	2.8%
Not stated	244	20.1%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

- **71.1%** of respondents identify as English, Welsh, Scottish, Northern Irish or British, having day-to-day **0.8%** Irish, **0.2%** Gypsy or Irish Traveller, **2.6%** Any other White background, **0.8%** Indian, **0.5%** Pakistani, **0.2%** Chinese, **0.4%** Any other Asian background, **0.1%** White and Black Caribbean, **0.1%** White and Black African, **0.3%** White and Asian, **0.5%** Any Mixed or Multiple Ethnic background, **0.5%** African, **0.1%** Caribbean, **0.2%** Any other Black, African or Caribbean background, **0.2%** Arab, **1.2%** Other, **20.2%** Not stated

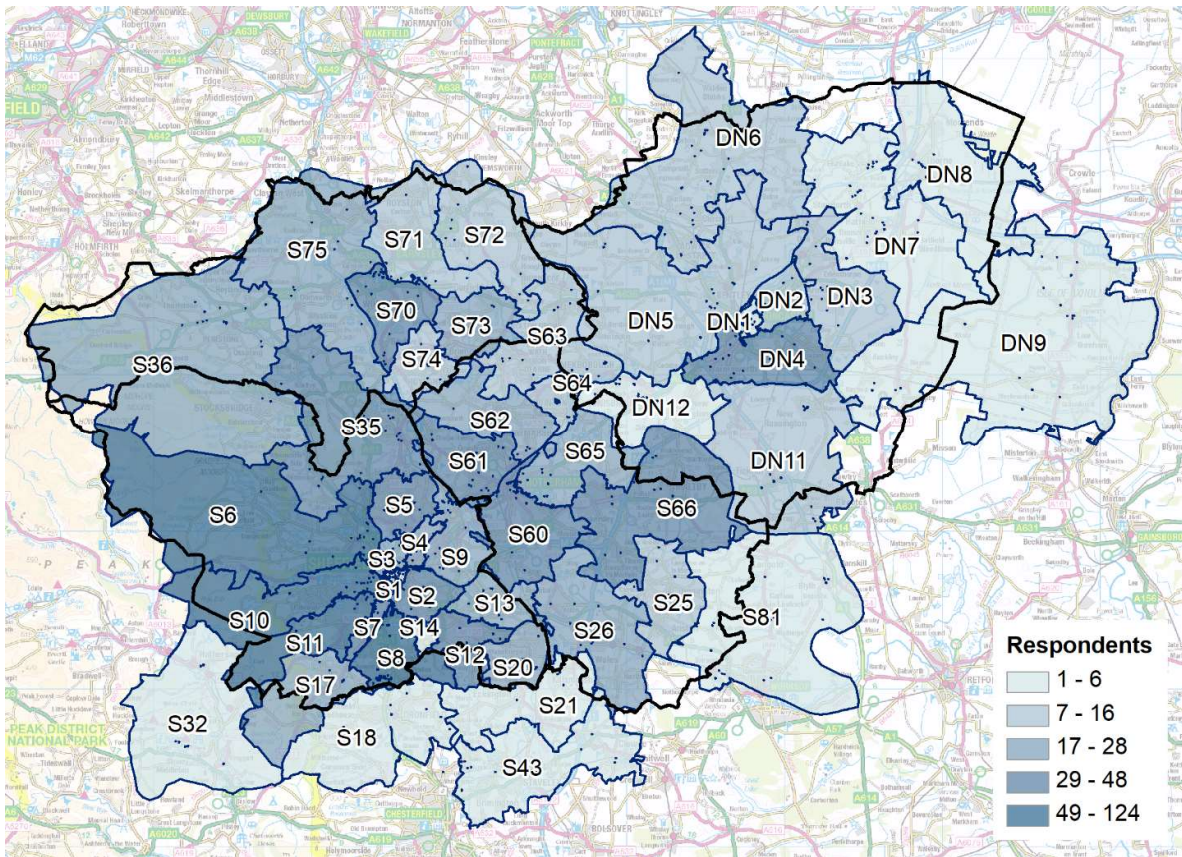
Ethnicity	Respondents	
English, Welsh, Scottish, Northern Irish or British	864	71.1%
Irish	10	0.8%
Gypsy or Irish Traveller	3	0.2%
Any other White background	32	2.6%
Indian	10	0.8%
Pakistani	6	0.5%
Chinese	2	0.2%
Any other Asian background	5	0.4%
White and Black Caribbean	1	0.1%
White and Black African	1	0.1%
White and Asian	4	0.3%
Any other Mixed or Multiple Ethnic background	6	0.5%
African	6	0.5%
Caribbean	1	0.1%
Any other Black, African or Caribbean background	2	0.2%
Arab	3	0.2%
Other	14	1.2%
Not stated	246	20.2%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

- Over **95%** are South Yorkshire residents

Area	Respondents	Area	Respondents	Area	Respondents	Area	Respondents
S10	124	DN4	31	S65	17	S1	5
S6	114	S36	28	S63	16	DN9	5
S8	83	S17	24	DN3	15	S21	5
S11	79	S20	23	S64	14	S14	5
S5	48	S3	23	S71	12	DN12	5
S60	42	S26	23	S74	12	DN8	4
S7	41	S75	21	DN11	11	DN1	3
S66	38	S4	21	DN2	11	S18	3
S35	38	N/A *	20	DN6	11	DN7	2
S2	36	S13	19	S25	10	S32	1
S12	32	S9	19	DN5	9	S43	1
S61	31	S73	18	S72	8		
S70	31	S62	18	S81	6	<b>Total</b>	<b>1,216</b>

\* 19 non South Yorkshire, 1 just entered as 'S'

- Map of respondent postcodes<sup>2</sup>

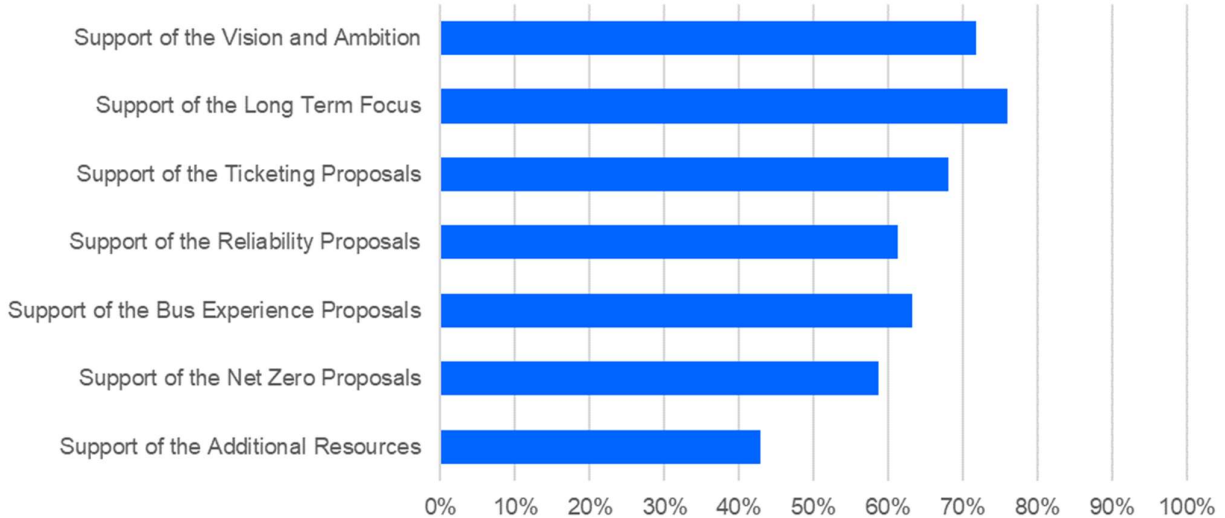


- **47.9%** of respondents travel on the bus at least 3 days per week (mix of 3-4 days per week and 5+days per week), **67.4%** travel at least once a week and **2.7%** never use the bus
  - **26.3%** of respondents travel 5+ days a week
  - **21.5%** 3-4 days a week
  - **19.6%** 1-2 days a week
  - **7.5%** once a fortnight
  - **7.3%** about once a month
  - **9.5%** less often than once a month but within the last year
  - **5.0%** more than a year ago
  - **2.7%** never
  - **0.5%** don't know

<sup>2</sup> Map excludes entirely non-South Yorkshire postcodes. In some cases the partial postcodes aren't detailed enough to identify the county.

#### 4. Analysis of proposals support (from Strongly Support to Strongly Oppose)

- The level of support for each proposal, which is a combination of Strongly Support or Tend to Support, ranges from a high of **76.0%** for long term focus to **42.9%** for additional resources



#### 4.1. **To what extent, if at all, do you support the vision and ambition set out in the Plan for how we want to transform the bus network in South Yorkshire?**

- 873 respondents (**71.8%**) strongly support or tend to support the proposal to transform the bus network in South Yorkshire
- 129 respondents (**10.6%**) strongly oppose or tend to oppose the proposal to transform the bus network in South Yorkshire
- 184 respondents (**15.1%**) neither support nor oppose and 30 (**2.5%**) don't know or not stated

Support of the Vision and Ambition	Respondents
Strongly support or tend to support	873 <b>71.8%</b>
Neither support nor oppose	184 <b>15.1%</b>
Strongly oppose or tend to oppose	129 <b>10.6%</b>
Don't know or not stated	30 <b>2.5%</b>
<b>Total</b>	<b>1,216 100%</b> <sup>3</sup>

#### **Respondent comments high level summary:**

Respondent comments have been categorised<sup>4</sup> with the top 10 for vision and ambition being reliability (**8.7%**), bus improvements (**8.0%**), broad support (**7.1%**), affordability (**6.9%**), ambition (**4.9%**), public ownership (**4.6%**), low confidence (**3.4%**), frequency (**3.0%**), environment (**2.5%**) and accessibility (**2.3%**).

Example comments: 'Anything must be better than the current bus situation'; 'Things need to change sky high fares and unreliable services can't continue buses need to be for the public by the public'; 'Really impressive and ambitious plan, particularly the joined

<sup>3</sup> Percentages and ratings tables may not visually add to 100% due to rounding.

<sup>4</sup> There are 241 initial categories for all comments

up approach'; 'The plan has sound ambitions but the geography of our towns and cities is changing rapidly, with moves towards decentralisation and (for some) hybrid working. This will challenge the economic efficiency of public transport'; 'Transformative action is needed'; 'I need to know that your promises will be kept'; 'Insufficient ambition'

**4.2. To what extent, if at all, do you agree or disagree with our long term focus being on improvements to improve bus reliability, to make sure that the buses, bus stops and our interchanges offer a better experience to users and that we should move towards a cleaner and greener fleet?**

- 924 respondents (**76.0%**) strongly support or tend to support the long term focus being on improvements to improve bus reliability, to make sure that the buses, bus stops and our interchanges offer a better experience to users and that we should move towards a cleaner and greener fleet
- 136 respondents (**11.2%**) strongly oppose or tend to oppose the long term focus being on improvements to improve bus reliability, to make sure that the buses, bus stops and our interchanges offer a better experience to users and that we should move towards a cleaner and greener fleet
- 58 respondents (**4.8%**) neither support nor oppose and 98 (**8.1%**) don't know or not stated

Support of the Long Term Focus	Respondents	
Strongly support or tend to support	924	76.0%
Neither support nor oppose	58	4.8%
Strongly oppose or tend to oppose	136	11.2%
Don't know or not stated	98	8.1%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

**Respondent comments high-level summary:**

Respondent comments have been categorised with the top 10 for long term focus being reliability (**13.7%**), broad support (**8.5%**), affordability (**5.2%**), bus improvement (**4.9%**), frequency (**4.2%**), environment (**3.4%**), public ownership (**3.2%**), ambition (**3.0%**), low confidence (**2.8%**) and net zero (**2.7%**).

Example comments: 'All seem like fundamental stepping stones on a journey to making public transport more attractive'; 'In order to be a viable option it has to be better than using a car. that means it needs to be frequent, accessible, clean, comfortable, safe, and reliable'; 'A better bus network will mean communities can keep connected'; 'These improvements should be immediate, not long term, to encourage passengers to return to the bus network'; 'It's not enough. Routes need expanding and reinstating'; 'Reliability is important for people using buses to commute and attend appointments'; 'Reliability is a huge problem'

**4.3. To what extent, if at all, do you agree or disagree with our proposed approach to making bus fares and ticketing more simple and more affordable?**

- 827 respondents (**68.0%**) strongly support or tend to support the proposed approach to making bus fares and ticketing more simple and more affordable
- 182 respondents (**15.0%**) strongly oppose or tend to oppose the proposed approach to making bus fares and ticketing more simple and more affordable

- 73 respondents (**6.0%**) neither support nor oppose and 134 (**11.0%**) don't know or not stated

Support of the Ticketing Proposals	Respondents	
Strongly support or tend to support	827	68.0%
Neither support nor oppose	73	6.0%
Strongly oppose or tend to oppose	182	15.0%
Don't know or not stated	134	11.0%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

#### Respondent comments high level summary:

Respondent comments have been categorised with the top 10 for ticketing being affordability (**17.4%**), broad support (**8.7%**), under 18s (**8.6%**), ticketing (**8.5%**), fare cap (**4.0%**), public ownership (**3.3%**), objection (**3.1%**), ambition (**2.9%**), integration (**2.7%**) and patronage (**2.6%**).

Example comments: 'Any change which makes catching a bus as easy as possible is always a good thing'; 'There are too many passes and fares it is very confusing and many people do not know their best option'; 'Current fare policies are too complicated and are not understood by most passengers'; 'It should not cost money to go to school or college. We need to invest in our young people to enable them to thrive'; 'The people paying full fare i.e. not your suggested selected customer segments, are going to be left with paying increased fares subsidising these segments'; 'A daily cap would make the service easier to use'; Tap and cap is a great idea'

#### 4.4. To what extent, if at all, do you agree or disagree with our proposed approach to creating more frequent and reliable bus services?

- 745 respondents (**61.3%**) strongly support or tend to support the proposed approach to creating more frequent and reliable bus services
- 199 respondents (**16.4%**) strongly oppose or tend to oppose the proposed approach to creating more frequent and reliable bus services
- 103 respondents (**8.5%**) neither support nor oppose and 169 (**13.9%**) don't know or not stated

Support of the Reliability Proposals	Respondents	
Strongly support or tend to support	745	61.3%
Neither support nor oppose	103	8.5%
Strongly oppose or tend to oppose	199	16.4%
Don't know or not stated	169	13.9%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

#### Respondent comments high level summary:

Respondent comments have been categorised with the top 10 for reliability being reliability (**14.1%**), broad support (**6.1%**), frequency (**5.2%**), congestion (**4.3%**), low confidence (**3.5%**), infrastructure (**3.4%**), bus improvement (**3.1%**), demand responsive travel (**2.8%**), public ownership (**2.6%**) and bus priority (**2.4%**).

Example comments: 'More frequent and reliable is vital'; 'With the technology available, there should already be a reliable bus service'; 'Not knowing if I can get a bus in time is a big factor in my not feeling confident in using'; 'We don't need more roads if the buses are cheaper than car travel and convenient then people will get the bus'; 'The proposal is good but do we need more building and infrastructure? There's loads already and the



roadworks will slow everything down'; 'DRT is a great option for low demand areas'; 'Journey booking sounds great. Make sure it works for users of concessionary passes too'

#### 4.5 To what extent, if at all, do you agree or disagree with our proposed approach to delivering a better bus experience?

- 768 respondents (**63.2%**) strongly support or tend to support our proposed approach to developing a better bus experience
- 139 respondents (**11.4%**) strongly oppose or tend to oppose the proposals our proposed approach to developing a better bus experience
- 108 respondents (**8.9%**) neither support nor oppose and 201 (**16.5%**) don't know or not stated

Support of the Bus Experience Proposals	Respondents	
Strongly support or tend to support	768	63.2%
Neither support nor oppose	108	8.9%
Strongly oppose or tend to oppose	139	11.4%
Don't know or not stated	201	16.5%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

#### Respondent comments high level summary;

Respondent comments have been categorised with the top 10 for bus experience being real time information (**12.0%**), shelters (**9.9%**), information (**7.1%**), broad support (**7.1%**), reliability (**4.6%**), safety (**3.7%**), low confidence (**3.0%**), public ownership (**2.9%**), ambition (**2.9%**) and customer experience (**2.8%**).

Example comments: 'Real-time information at bus stops needs to be extended to more bus stops and especially those that have a limited service or a service that runs an hour or less'; 'Real time system at present is too often wrong'; 'I like it but again it is nowhere near ambitious enough'; 'Bus shelters need to be inspected more and repaired'; 'Buses and waiting for them has to be safe and accessible to all'; 'Buses feel very unsafe to use, waiting at bus stops (remote and interchanges) also'; 'More buses more frequently to more places first, the rest can come later'

#### 4.6 To what extent, if at all, do you agree or disagree with our focus on delivering a net zero emission bus fleet by 2040?

- 714 respondents (**58.7%**) strongly support or tend to support the focus on delivering a net zero emission bus fleet by 2040
- 160 respondents (**13.2%**) strongly oppose or tend to oppose the focus on delivering a net zero emission bus fleet by 2040
- 133 respondents (**10.9%**) neither support nor oppose and 209 (**17.2%**) don't know or not stated

Support of the Net Zero Proposals	Respondents	
Strongly support or tend to support	714	58.7%
Neither support nor oppose	133	10.9%
Strongly oppose or tend to oppose	160	13.2%
Don't know or not stated	209	17.2%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

### Respondent comments high level summary:

Respondent comments have been categorised with the top 10 for net zero being broad support (13.2%), ambition (12.2%), environment (8.1%), electric buses (7.5%), net zero (7.4%), air quality (3.7%), reliability (2.9%), affordability (2.8%), air pollution (2.5%) and low confidence (2.4%).

Example comments: 'It is essential that we tackle the issues of climate change'; 'Lack of ambition on modal shift. We need to expand the bus network'; 'We don't need to trial electric buses. They already operate in other parts of the country'; 'Provided that it doesn't lead to a significant increase in fares, upgrading to electric buses would be great as they're better for the environment and would improve air quality'; 'Up to 27 electric buses' completely fails to meet the need'; 'Good but it won't improve bus reliability and there's no mention of what operators are doing towards net zero'

#### 4.7 The main objective of the Enhanced Partnership and Scheme is to secure additional resources and to deliver improvements to bus services across South Yorkshire. Do you agree that the Enhanced Partnership will achieve this?

- 522 respondents (42.9%) strongly support or tend to support agreeing that the Enhanced Partnership will secure additional resources and to deliver improvements to Bus Services in South Yorkshire
- 246 respondents (20.2%) strongly oppose or tend to oppose agreeing that the Enhanced Partnership will secure additional resources and to deliver improvements to Bus Services in South Yorkshire
- 196 respondents (16.1%) neither support nor oppose and 252 (20.7%) don't know or not stated

Support of the Additional Resources	Respondents	
Strongly support or tend to support	522	42.9%
Neither support nor oppose	196	16.1%
Strongly oppose or tend to oppose	246	20.2%
Don't know or not stated	252	20.7%
<b>Total</b>	<b>1,216</b>	<b>100%</b>

### Respondent comments high level summary:

Respondent comments have been categorised with the top 10 for additional resources being low confidence (16.8%), public ownership (9.0%), broad support (9.0%), vested interest (4.1%), bus improvement (4.1%), feasibility (3.8%), budget (3.5%), accountability (3.4%), ambition (3.3%) and integration (3.3%).

Example comments: 'I hope that it will, but couldn't say I'm necessarily confident that it will'; 'The extra funding will more than likely not deliver the required improvements'; 'Improvements are vital at this time, especially since faith in the bus and ridership is currently declining'; 'Hopefully wrong but seem to have heard similar aspirations across many initiatives with little positive as outcomes'; 'I think many people want the plans to happen and I believe they will be achieved'; 'The priority should be delivering a bus service that meets the needs of communities and combats the climate crisis by reducing the emissions from cars'

**4.8 Finally, are there any comments you would like to make about the proposals set out in the Enhanced Partnership Plan and Scheme, or any other matter raised in this consultation?**

Respondent comments have been categorised with the top 10 for further comments being public ownership (7.1%), low confidence (5.9%), reliability (5.9%), broad support (3.5%), bus improvement (3.5%), ambition (3.2%), affordability (3.1%), route suggestion (3.1%), frequency (2.7%) and integration (2.4%).

Example comments: 'Public transport should be run as a public service primarily'; 'Decisions about bus services should be with local people, not shareholders'; 'This is a long time coming, if it happens. We will have to wait and see. I am not holding my breath though'; 'Make sure these proposals are put into action as quickly as possible'; 'The service is very unreliable, plenty of people don't use them anymore because of reliability, you can't use them for work or education reliably'; 'Bus travel has to be as effective, affordable and reliable as possible, to reduce the amount of car use'; 'I strongly support these proposals overall and would like to see further suggestions for promoting bus travel in SY. I didn't see anything specified for disabled users in these proposals, for example'; 'Better designed bus shelters, correct reliable live tracking of buses'; 'Subject to funding priority in investment in fares, punctuality seems great way forward'; 'I just hope the funding arrives for this. Otherwise it will just be an idea not a reality'; 'Try and think about where people want to go - a bus service no matter how improved cannot get people to every destination'

**5. Respondent Comments**

Respondents were invited to provide comments on the consultation. These comments will be further analysed and will be included within the final report which will be published on the SYMCA transport page.