

ENHANCED PARTNERSHIP BOARD

9 August 2022

Item 7 – Enhanced Partnership Targets Report

Executive Summary

The Enhanced Partnership Plan suggested targets for 2024/5 as follows:

- 77 million passenger journeys per annum
- 99.5% reliability
- 4% reduction in journey times on corridors where interventions are planned
- 92% average passenger satisfaction.

In addition, the suggested monitoring programme also includes the following indicators:

- Punctuality
- The proportion of the bus fleet that is zero emission (starting from a baseline of 0%)
- A value for money tracker of the average daily and weekly fare across South Yorkshire.

As part of the regular reporting cycle to this Board, a dashboard showing progress against these targets and indicators has been prepared. This paper summarises the key issues arising and any actions to be considered by the Board.

What does this mean for businesses, people and places in South Yorkshire?

The Strategic Economic Plan and the Mayor's Transport Strategy both underline the importance of the bus network to businesses, residents and visitors in South Yorkshire, whilst the independent Bus Review commissioned by the Mayor indicated a number of issues with the current network.

The recently completed Bus Service Improvement Plan includes a range of short-, medium- and long-term actions aimed at supporting the recovery from the COVID-19 pandemic and providing the bus network that South Yorkshire needs to achieve its aims for a stronger, fairer and greener region. The Enhanced Partnership Plan and Scheme is a means of delivering the short-term actions within the Bus Service Improvement Plan.

Recommendations

It is recommended that the Board

1. Notes the contents of this paper in relation to the delivery of the Enhanced Partnership targets and indicators

2. Provides feedback on the format and approach to the Dashboard
3. Notes any expectations on Board members to provide support and decision making where their contribution is required to deliver the targets agreed.

Consideration by any other Board, Committee, Assurance or Advisory Panel

None

1. Background

1.1 The South Yorkshire Enhanced Partnership Plan (EPP) and Scheme (EPS) was approved by the Mayoral Combined Authority in March 2022 and commenced on 1 April 2022. The EPP included agreed targets for 2024/5 as follows:

- 4% reduction in journey times on corridors where interventions are planned
- 99.5% reliability
- 77 million passenger journeys per annum
- 92% average passenger satisfaction.

1.2 The EPP also suggested a value in tracking a number of other indicators for the South Yorkshire bus network that were seen to be important from the work commissioned by the MCA in response to the Bus Review. These were:

- Punctuality
- The proportion of the bus fleet that is zero emission (starting from a baseline of 0%)
- A value for money tracker of the average daily and weekly bus fare across South Yorkshire.

1.3 As part of the regular reporting cycle to this Board, a dashboard showing progress against these targets and indicators is attached at Appendix A. This paper summarises the key issues arising and any actions to be considered by the Board.

1.4 Board are also asked to comment on the presentational aspects and ease of interpretation of the Dashboard in Appendix A.

2. Key Issues

2.1 Passenger Numbers

Annual passenger numbers are currently 55 million, compared to the target of 77 million per annum – this target was set based on an imperative to try to return to pre-COVID trend levels of patronage within two years, followed by a 4% increase in patronage over the following two years. The current figures equate to 71% of the target, a gap of 22 million journeys.

The passenger numbers reflect the national trends in lower demand for bus travel since the COVID-19 pandemic and a ‘flattening’ of the immediate recovery due to amended working patterns.

The Board may wish to consider the introduction of early measures through the Enhanced Partnership to accelerate recovery of patronage in the first years to meet the target of returning passenger numbers to pre-COVID trend levels.

2.2 Reliability

The percentage of services operated is currently 95.9% compared to a target of 99.5% - this represents a gap of 3.6%. The gap is the smallest in Doncaster (2.2%) and the largest in Barnsley (6.3%).

It is understood that driver shortages continue to have an adverse impact on this target and so the Operations Group may wish to discuss what measures are being put in place to address these shortages and improve reliability.

2.3 Journey Times

The 4% target is applicable to a range of corridors which have frequent bus services where bus priority measures were to be targeted through either the current EPS or through future interventions. As the interventions in the EPS are not yet complete, there is no progress reporting available on this measure at this time. Measures will be introduced as these schemes progress.

Achieving journey time reductions and the target of on time journeys will rely on the delivery of bus priority measures and improvements to bus boarding/stopping times on targeted services. This will be an important consideration for the Board when examining any future EP Schemes.

2.4 Passenger Satisfaction

This metric seeks to track a continuous improvement in bus services on a similar trajectory, and to a similar level, to those comparative metropolitan areas.

At this time, it is proposed to use the annual Transport Focus survey as a means of providing the relevant data. In the last survey (2019/20), passenger satisfaction was 89% compared to a target of 92%.

It is expected that as the EPS and any other interventions are implemented passenger satisfaction will rise and this target will be met. Targeting those interventions that are having the greatest effect on passenger satisfaction must underpin the approach to this target, and this is something that the Board should consider when examining any future EPSs

2.5 Other Indicators

No targets have yet been set for the other three indicators – this will be done by the Operating Group by the end of 2022, along with confirmation of the corridors and services to be used for the Journey Time. In particular, the EP Operating Group will be reviewing the most effective way of monitoring value for money, but any initial views of the Board on how to do this would be welcomed.

3. **Key Risks/Issues**

- 3.1 At present, both the Passenger Numbers and Reliability metrics are falling behind target.

4. **Action(s) Required from Enhanced Partnership Board**

4.1 It is recommended that the Board discuss short terms actions to address these issues and provide views on the types of interventions by Board member organisations which could contribute to improving or achieving the desired targets.

5. Financial and Procurement Implications and Advice

5.1 None as a result of this paper.

6. Legal Implications and Advice

6.1 None as a result of this paper

7. Human Resources Implications and Advice

7.1 None as a result of this paper.

8. Equality and Diversity Implications and Advice

8.1 The EPP sets out the region's plans for improving accessibility across the bus network and on board our services and the EPS is the means by which these improvements will start to be delivered.

8.2 Under section 149 of the Equality Act 2010, in agreeing any actions relating to the EPP and the EPS, the Board should have due regard to the need to:

- i. Eliminate discrimination, harassment and victimisation;
- ii. Advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
- iii. foster good relations between those who share a protected characteristic and persons who do not share it.

9. Climate Change Implications and Advice

9.1 The EPP sets out the scale of change required to meet the region's net zero targets by 2035. At present the region does not have any zero emission buses and the EPP identifies the trajectory, costs and initial projects that could begin the transition from diesel to alternative fuels – some of these initial projects are included in the EPS.

11. Information and Communication Technology Implications and Advice

11.1 None as a consequence of this paper

12. Communications and Marketing Implications and Advice

12.1 None as a consequence of this paper

List of Appendices Included

A SYBSIP Dashboard (July 2022)

Background Papers

None

