Appendix 2 - Refreshed EP Programme Progress Report

1	Stable, Reliable Network

Ref	Measures Bold = biggest impact [this assumes as a given that operators achieve a step-up in operational reliability so re-building passenger trust]	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact H=Generative M=Happier L=won't notice	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 proposals to date. The focus has been on consolidating October service reductions, and retendering the network, with uncertainty created by future of BRG.**	**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	There have been no proposals to date.	**R**
1.3	Identify potential park and ride and transport hubs along existing bus corridors	MCA/Councils	M	H	No progress. Funding and availability of land likely to be key issue.	**R**
1.4	Review of bus stop locations/spacing by corridor to improve siting and journey times	MCA/ Operators	M	M	Reviews planned as part of bus priority/punctuality programme.	**A**
1.5	**Bus priority – £35m TCF and £103m CRSTS funding directed to key bus bottlenecks, supported by improved data hot-spot analysis**	**Councils/ MCA**	**S**	**H**	**Most major projects with allocated funds progressing well. Phase 2 of the A61 project has been deferred due land assembly issues. Programme of smaller bus priority/hotspot measures has slowed, with some funding**	**A**

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					still to be allocated, but is currently being reenergised.	
1.6	Conduct a joint driver recruitment programme, building on WY experience	Operators and MCA	M	H	Operators have been undertaking recruitment drives, in some cases with hourly rate increases. The driver shortage has reduced, but remains an issue. Award of MCA-funded driver training programme due early March with contract starting in April.	G
1.7	Maximise development contributions to invest in public transport	Councils and MCA	S	H	No progress	A
1.8	Schools Promise for education transport*	Operators and MCA	N/A	N/A	Due to be signed in the near future	G

*Updated from 29 November presentation to EP Board
**Added since 29 November EP Board meeting

2	**Better Customer Experience**

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2.1	**Single customer point of discovery for journey planning and information – start with single source of "truth" then migrate to single website and App (based on Travel SY umbrella brand) – remove competing legacy brands**	**Joint**	**F/M**	**M**	**Current investment in improvements to TSY website will lay the foundation for moving to a single source of the truth. TSY website has potentially significant server capacity issues which also need to be resolved.**	**A**
2.2	**Tackle "lost buses" problem by ensuring all buses are tracked and cancelled buses are logged***	**Joint**	**M**	**M**	**Programme of work underway to ensure all buses are being tracked, and ensure cancelled buses are notified to the real time system.**	**G**
2.3	Development of a common SYMCA Ambassador module for CPC training	Joint	F	L	TBC	**R**
2.4	Development of common bus stop standards for TSY, as part of TSY "single network identity"	MCA	F	L	Under development	**A**
2.5	Consistent bus lane operational times (0700 - 1900, 7 days) with camera enforcement	Councils	F/M	H	SCC considering red routes and greater use of camera enforcement of bus lanes. Consultations ongoing.	**R**
2.6	Capital programme of bus stop enhancements to standard,	MCA	M	H	TCF and CRSTS-funded programmes on target	**G**

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	including improved customer information					
2.7	Deliver programme of next stop announcement retrofits	Joint	M	H	TCF and CRSTS-funded programmes on target	G

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3	**Simpler, Less Complex and Better Value Fares**

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3.1	**Standardise on streamlined range of multi-operator TravelMaster products, removing single operator daily, weekly and monthly products**	**Operators**	**F**	**M**	**Work on ticket simplification has been progressing. We are reviewing scope to simplify without subsidy.**	**R**
3.2	**Enable sale of Travelmaster products via operator apps and websites, encouraging off-bus sales where possible**	Operators	M	M	**TravelMaster products are available directly through Stagecoach and First's ticketing apps. Smaller operators provide hyperlinks to the TravelMaster website. SYMCA maintains an estate of 20 ticket vending machines across our interchanges which sell TravelMaster and single operator products.**	**G**
3.3	**Then migrate to centralise via TSY, with website upgrade and new app**	MCA	S	M	**TSY website currently being improved. Work on a TSY app is being driven by timeline for tram retail, with delivery by March 2024. Migration of TravelMaster products to TSY app dependent on successful delivery of TSY retail app.**	**A**
3.4	Explore potential for flat fares at District level, after national £2 fare cap expires	Operators	M	H	National scheme extended until end-June. Work to model the price point(s) for	**A**

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					a flat fare undertaken. Operators to consider.	
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 rolling out Tap On Tap Off readers. Stagecoach announced investment programme in QR/PAYG readers, dates for implementation in SY TBC.	A
3.6	Tap & cap/QR readers for multi operator from 2024	Operators	S	H	Dependent on operator investment programmes, and national developments including Project Coral, and development of ITSO app.	A
3.7	**Free taxi to destination if last bus cancelled/"no quibble" compensation for complaints**	**Operators**	**F**	**M**	**Proposed as part of draft bus promise, but not yet agreed or implemented by operators.**	**R**

*Updated from 29 November presentation to EP Board

4	**Marketing, Brand and Trust**

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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?**	Marketing of "Mayor's fare" complete in November/December 2022. Door drop on £2 fare in January.	**G**
4.2	Joint 'back to bus' marketing (especially ENCTS pass holders), complementing operator only initiatives	Joint	F	H?	No progress. Concerns over impact given current poor punctuality.	**R**
4.3	On-bus/bus stop marketing (interior/exterior)	Joint	F	M	No progress	**R**
4.4	Start to deliver a "single network identity" based on TSY, progressively rolling out across ticketing, social media, infrastructure and fleets over 2023-25	Joint	F/M/S	M	Decision deferred at EP Board meeting on 31 January	**A**
4.5	Explore arrangements for confidential sharing of individual company operating margin data to check that operators are not making super normal profits	Joint	F	H???	Early discussions with operators, no mechanism yet in place	**R**

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	(either directly or via trusted intermediary).					

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