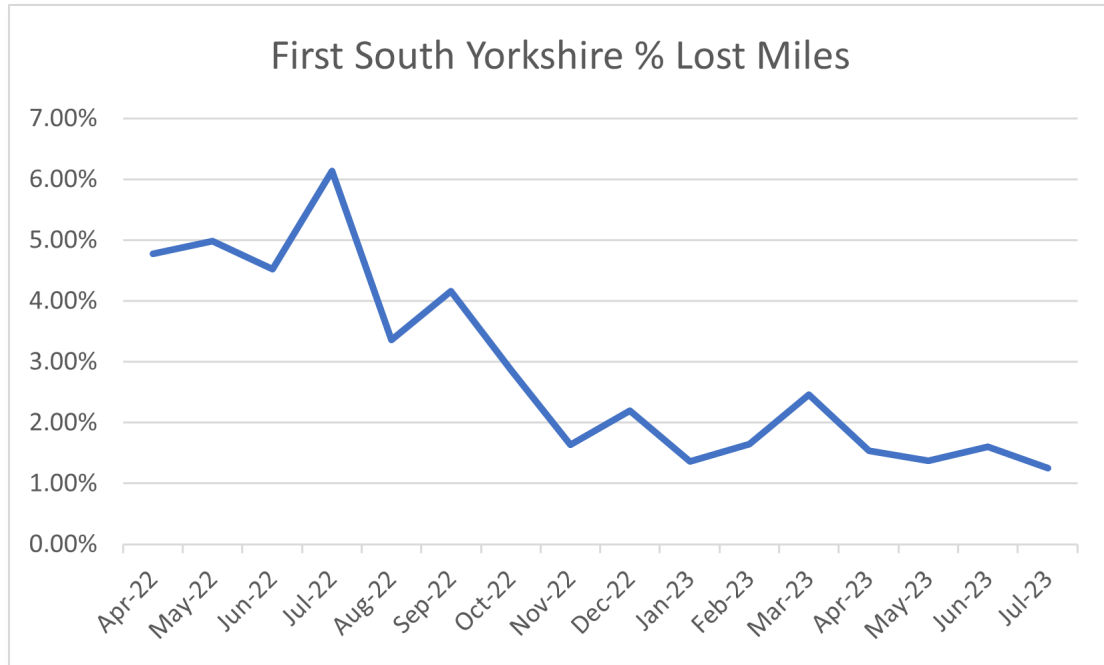


# MAYORAL UPDATE

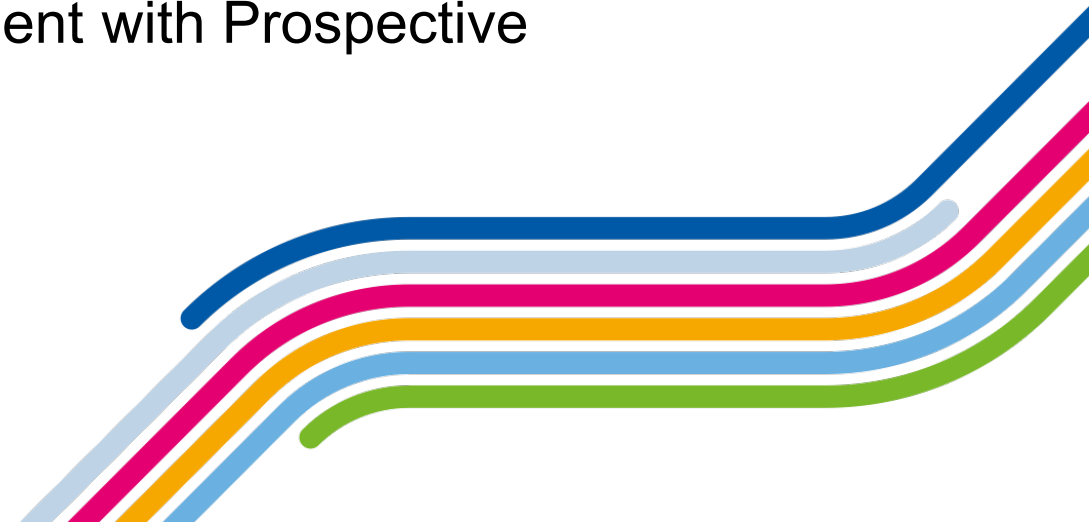
First South Yorkshire  
August 2023

# 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

