

# SY Summary

## SYBIP UPDATE: SEPTEMBER 2023

### JOURNEYS (MILLIONS)

Latest 12 Months (Year to 19th August 2023)

| ACTUAL | TARGET | % COMPARED TO TARGET |
|--------|--------|----------------------|
| 63     | 77     | 82%                  |

**JOURNEYS GAP/SURPLUS**  
-14

Data Source: Operator Supplied Data

### JOURNEYS (MILLION)

#### TOTAL SOUTH YORKSHIRE JOURNEYS

Data Source: Operator Supplied Data

### COMMENTS

Comparison to 2024/5 Targets

- Total journeys 63m: **14m** short of target
- Reliability 98%: **2%** short of target
- Punctuality 78%: no target set
- Passenger satisfaction in 2019 at 89%: **3%** short of target
- Journey times -awaiting list of routes/corridors to include

## OPERATIONAL PERFORMANCE

### PUNCTUALITY

Latest 12 Months (April 2022 to Mar 2023)

| ACTUAL                       | TARGET | DIFFERENCE |
|------------------------------|--------|------------|
| AVERAGE EXCESS WAITING TIME* | 0.9    |            |

Latest 12 Months (Sep 2022 to August 2023)

| ACTUAL             | TARGET | DIFFERENCE      |
|--------------------|--------|-----------------|
| PERCENTAGE ON TIME | 77.6%  | 95.0%<br>-17.4% |

NOT CONFIRMED

Data Source: Real Time Data      \* Average dwell time (decimal seconds)

### RELIABILITY

Latest 12 Months (August 2022 to July 2023)

| ACTUAL              | TARGET | DIFFERENCE     |
|---------------------|--------|----------------|
| PERCENTAGE OPERATED | 97.8%  | 99.5%<br>-1.7% |

### ROUTE JOURNEY TIMES

Awaiting feedback on routes/corridors to include

## FLEET COMPOSITION, VALUE FOR MONEY, PASSENGER SATISFACTION

### FLEET COMPOSITION

As at January 2022

| ACTUAL                              | TARGET | DIFFERENCE |
|-------------------------------------|--------|------------|
| PROPORTION ZERO EMISSION            | 0.0%   |            |
| PROPORTION EURO V STANDARD OR OLDER | 51.9%  |            |

Data Source: Operator Supplied Data

### VALUE FOR MONEY

SYMCA Online Travel Survey

Did you think your last journey on public transport provided value for money (whether you paid for the journey or not)?

|                        | June 2023 | Oct 2023 | DIFFERENCE |
|------------------------|-----------|----------|------------|
| Bus (All Passengers)   | 70%       |          |            |
| Fare Paying Passengers | 58%       |          |            |

### PASSENGER SATISFACTION

Autumn 2019\*

|   | ACTUAL | TARGET | DIFFERENCE |
|---|--------|--------|------------|
| PERCENTAGE SATISFIED WITH BUS SERVICE OVERALL | 89%    | 92%    | -3%        |

47%

SYMCA TRAVEL SURVEY CARRIED OUT IN AUTUMN 2022

Data Source: Transport Focus      \*Surveys not taken place since 2019 (Covid-19)

# By LA Summary

## SYBIP UPDATE: SEPTEMBER 2023

### JOURNEYS (MILLION): YEAR TO 19TH AUGUST 2023

| SOUTH YORKSHIRE |    |        |    | DISTRICTS            |        |                      |        | CUSTOMER GROUP |                      |           |      |       |      |
|-----------------|----|--------|----|----------------------|--------|----------------------|--------|----------------|----------------------|-----------|------|-------|------|
| ALL             |    |        |    | ACTUAL               | TARGET | % COMPARED TO TARGET | ACTUAL | TARGET         | % COMPARED TO TARGET |           |      |       |      |
| ACTUAL          | 63 | TARGET | 77 | % COMPARED TO TARGET | 82%    | JOURNEYS GAP/SURPLUS | -14    | FARE PAYERS    | 34.9                 | ENCTS     | 14.0 | CHILD | 13.9 |
|                 |    |        |    | BARNLEY              | 8.6    | DONCASTER            | 12.0   | ROTHERHAM      | 7.6                  | SHEFFIELD | 34.8 |       |      |

Data Source: Operator Supplied Data

### OPERATIONAL PERFORMANCE

#### PUNCTUALITY (SEPTEMBER 2022 TO AUGUST 2023)

##### SOUTH YORKSHIRE

| PERCENTAGE ON TIME | ACTUAL | TARGET | DIFFERENCE |
|--------------------|--------|--------|------------|
|                    | 77.6%  | 95.0%  | -17.4%     |

NOT CONFIRMED

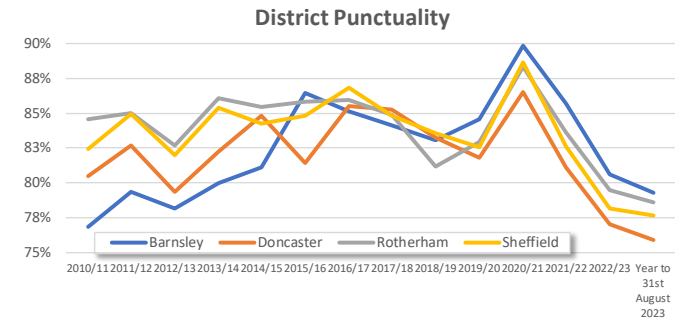
Data Source: Real Time Data

#### PUNCTUALITY (JULY 2022 TO JUNE 2023)

##### DISTRICTS

|           | ACTUAL | TARGET | DIFFERENCE |
|-----------|--------|--------|------------|
| BARNLEY   | 79.3%  | 95.0%  | -15.7%     |
| DONCASTER | 75.9%  | 95.0%  | -19.1%     |
| ROTHERHAM | 78.6%  | 95.0%  | -16.4%     |
| SHEFFIELD | 77.7%  | 95.0%  | -17.3%     |

Note: New RTI reports don't provide district functionality (no updates beyond June 23 available)



### OPERATIONAL PERFORMANCE: RELIABILITY (AUGUST 2022 TO JULY 2023)

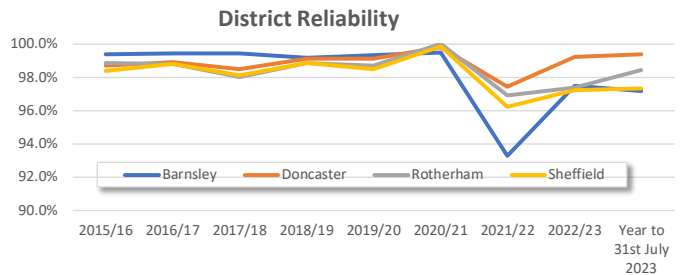
##### SOUTH YORKSHIRE

| PERCENTAGE OPERATED | ACTUAL | TARGET | DIFFERENCE |
|---------------------|--------|--------|------------|
|                     | 97.8%  | 99.5%  | -1.7%      |

Data Source: Real Time Data

##### DISTRICTS

|           | ACTUAL | TARGET | DIFFERENCE |
|-----------|--------|--------|------------|
| BARNLEY   | 97.1%  | 99.5%  | -2.4%      |
| DONCASTER | 99.3%  | 99.5%  | -0.2%      |
| ROTHERHAM | 98.4%  | 99.5%  | -1.1%      |
| SHEFFIELD | 97.3%  | 99.5%  | -2.2%      |



# By LA Passenger Trips

## Bus Passenger Numbers in South Yorkshire

