

## Enhanced Partnership Board

Tuesday, 20 February 2024

### Update on EP programme delivery

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<b>Is the paper exempt from the press and public?</b>	No
<b>Reason why exempt:</b>	Not applicable
<b>Purpose of this report:</b>	Discussion
<b>Is this a Key Decision?</b>	No
<b>Has it been included on the Forward Plan of Key Decisions?</b>	Not a Key Decision

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**Director Approving Submission of the Report:**  
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**Report Author(s):**  
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#### Executive Summary

This report provides an update on progress against the agreed Enhanced Partnership (EP) project deliverables and targets. It also informs the Board of the requirement, recently imposed by government, to update the Bus Services Improvement Plan (BSIP) by 12 June 2024, and sets out a process to deliver this.

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

The Enhanced Partnership has been created to achieve a step change in the performance of the bus network in the South Yorkshire region. In time, its success will significantly enhance the passenger experience for public transport users. This in turn will support growth in bus patronage, and help it to achieve long-term financial sustainability.

## Recommendations

It is recommended that the EP Board:

1. Notes the progress and outstanding issues across the Board's project deliverables and targets, as set out in the report.
2. Notes that we have been required by DfT to review the South Yorkshire Bus Services Improvement Plan (BSIP) as a condition of receiving Phase 3 BSIP funding for 2024/25
3. Notes that we have sought some flexibility to this timeline with the Department for Transport (DfT), given the forthcoming local elections and the current franchising assessment.
4. Notes that further information will be provided at the Board meeting on the proposed process and timeline for the delivery of a revised BSIP.

### 1. Introduction

- 1.1 This paper provides an assessment of progress in delivering the EP commitments since the launch of the EP and in addressing the live issues facing the bus network. It makes recommendations on the timeline, process and resourcing of the review of the Bus Services Improvement Plan (BSIP).

### 2. Review of EP Scheme and requirements to update the BSIP

- 2.1 At the last EP Board meeting on 19 December, it was agreed that the review of the EP Scheme should be completed with the aim of bringing final recommendations to the EP Board in May or June 2024. It had previously been decided by the EP Board that this review would not include a review of strategy behind the EP, i.e. the BSIP, due to the fact that a franchising assessment is underway, and the Local Transport Plan is currently being refreshed.
- 2.2 However, we were informed by DfT in January that all transport authorities such as SYMCA are required to review and submit an updated BSIP by **12 June 2024**. Moreover, undertaking such a review is a condition of receiving Phase 3 (2024/25) BSIP funding. South Yorkshire has been allocated £7.82 million under this funding round. We have sought some flexibility to this timeline, given the timing of the upcoming local elections, and the ongoing franchising assessment.
- 2.3 If there is no change to the deadline, a revised BSIP will need to be considered at the next EP Board on 21 May 2024 before it is then considered for approval by the MCA Board in June 2024. The constraints of the pre-election period will make this process particularly challenging. However, it is essential that we submit an updated BSIP by the deadline so as not to jeopardise future funding. It is also important that an updated document draws from the feedback on the previous BSIP, and provides a strong case for future investment in the region by the government.
- 2.4 The government guidance makes clear that "after the 2024 BSIP is published, where appropriate, EP Boards should revise and update their Enhanced Partnership Plans and Schemes accordingly". This will need to happen in the latter half of 2024.

- 2.5 Officers will provide further information to the EP Board at the meeting on whether DfT has agreed to any flexibility in the deadline for submission, and the detailed proposed timeline to meet this deadline.

### 3. Update on current EP commitments and targets

- 3.1 Appendices 1 and 2 provide an update on the full set of deliverables and commitments contained in the current EP Scheme and Refreshed EP document. Appendix 3 provides the most recent dashboard on progress against EP targets. The following paragraphs provide commentary on the key areas where we know passengers have concerns, and more generally on progress with EP deliverables.

#### ***Key focus areas for passengers***

#### 3.2 *Network coverage and service frequencies*

A number of service changes are planned for the next biannual service change, for implementation for 7 April 2024. These changes have now been shared with local and regional stakeholders and elected members, and a short, focussed period of public consultation commenced on 5 February to seek the views of passengers on the proposals. This will remain open until 15 February after which feedback will be assessed and any changes made.

We cannot be sure of the public response to these changes, but they are generally felt by officers to be positive in nature. As such, they reflect that the bus market has stabilised, at least for the time being, and there are some opportunities to introduce improvements. We should also note that the majority of proposed changes are on commercial services, so it is at the discretion of bus operators as to their acceptance or otherwise of customer comments and feedback.

At the last EP Board meeting, the First representative offered to potentially fund a data insights/network development post within SYMCA to identify and pursue opportunities for network development. A job description for this role has been drafted, and the most appropriate employment arrangement is currently being considered.

#### 3.3 *Punctuality and real time information*

Punctuality continues to be a major issue in the region. The latest average punctuality figure at 77% is still far short of the 95% target.

The Bus Promise has a commitment to publish punctuality performance at the route/service level. This is something that the EP Forum has stressed should happen as a priority. The details for how this will be done are being worked through with operators, and we will provide an oral update at the EP Board meeting.

One of the reasons for poor punctuality is network congestion, and this can be particularly acute when roadworks and unplanned disruptions such as accidents that are outside the control of the bus operator occur. At the last EP Board, the First representative offered to potentially fund a post within SYMCA dedicated to reducing the impact of congestion on bus services, in particular through roadworks

coordination. Again, a job description for this role has been drafted, and the most appropriate employment arrangement is currently being considered.

One of the responses to poor punctuality is to provide better real time information to passengers. This enables the passenger to determine when the bus will arrive, even if it is delayed. As noted at the previous EP Board meeting, while operators and third party apps and the TSY website all provide access to real time information on a phone, performance is compromised by the fact that bus location tracking rates are lower than desirable. At the last meeting, it was agreed that vehicle tracking information would be reported to each EP Board meeting.

The tracking rates<sup>1</sup> for January are as follows:

<b>Operator</b>	<b>Journeys Tracked Percentage</b>
All Operators	93.36
Arriva Yorkshire	84.48
First in Yorkshire	97.02
Sheffield Community Transport	94.99
Stagecoach East Midlands	96.17
Stagecoach in Yorkshire	92.76
TM Travel	74.33
Others	0.00

In the above table, “others” refers to a modest number of small operators that do not yet have trackers installed, representing a very small proportion of the fleet. SYMCA has allocated £120k capital funds to ensure that trackers are available on lease to smaller operators. This will help ensure that all remaining vehicles that currently do not have trackers will acquire them.

Real time information also requires drivers to configure bus services accurately, and operators to log on the system when a bus is cancelled (to avoid the issue of “ghost buses”). SYMCA will continue to work closely with operators so that all factors are in place to achieve high accuracy in real time prediction systems.

### 3.4 *Concessions, tickets and the cost of travel*

In December 2023, Sheffield City Council ran a pre-Christmas free bus ticket promotion, linked to the BetterPoints travel app. We have not received any feedback on the success of this initiative in generating longer term interest in bus travel.

A proposed evaluation of the impact of the withdrawal of the SYMCA-funded Zoom Beyond concession has been requested by the EP Forum. A before and after analysis of patronage and route viability for routes heavily used by Zoom Beyond passholders is currently being planned and operators have been asked to

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<sup>1</sup> There appear to be some minor discrepancies between the tracking rates reported through SYMCA's real time system, and operators' own data. These discrepancies are being investigated.

share Zoom Beyond patronage data before and after 2 November 2023 to allow SYMCA to assess the impact of the removal of the concession and the move to a commercial £1.50 fare for pass holders.

### 3.5 *Responding to the feedback from bus campaign public meetings*

Operators have indicated an interest in receiving the detailed feedback from the public meetings held as part of the Mayoral “Fair Funding for Buses” campaign. At the time of writing, this feedback is still being collated. The intention is to share this with operators as soon as this has been done, so that any opportunities to address specific issues can be identified and where possible actioned.

### ***Other updates***

### 3.5 *CityMapper*

At the last EP Board meeting, the Board agreed to the promotion of the CityMapper app within South Yorkshire. Officers and operators are jointly working through the potential use of the App in advance of any launch.

### 3.6 *EP Marketing*

SYMCA and Council officers and operators will continue to develop proposals for use of the £380k EP Marketing budget, including CityMapper marketing, and an update will be provided at the EP Board meeting.

In relation to the proposed “back to bus” campaign, research has started which will provide more detailed behavioural insights into the barriers to bus use, whether marketing is likely to be successful in the absence of service improvements, and the segmentation of the market to enable those that might respond to marketing to be identified and targeted. In the first instance this is in the form of a literature review of national and local research into these areas.

A second stage of this project will explore these factors in more depth in South Yorkshire, including through new primary research with cross-sections of the community. This is subject to funding, and will not be completed in time to support EP marketing activity in the 2023/24 financial year.

### 3.7 *SY Bus Promise*

The EP Board agreed the SY Bus Promise at its last meeting on 19 December 2023, and the document is in the public domain, through the published papers of that meeting. Work is currently focused on developing a communications plan including dedicated pages on the TSY website. A delivery plan to address commitments that are not achievable on day 1 (for example 95% punctuality) will be integrated into the review of the BSIP (see section 2 above).

Although there has not been a launch event at the time of writing, some key aspects of the Bus Promise have been publicly communicated, such as:

- the commitment to limit
  - service changes to twice a year
  - fare increases to once a year

- the last bus taxi guarantee
- the commitment that new buses will be fully accessible, and fitted with audio-visual stop announcements.

### 3.8 *Demand Responsive Transport*

SYMCA is working with local authorities to finalise plans to fund a small number of pilot projects, including demand responsive transport. Proposals will be considered by the SYMCA Board in the near future.

The detailed design and method of procurement of demand responsive services has still to be finalised, but will be pursued as a high priority after the SYMCA Board decision (subject to approval).

### 3.9 *Zero-emission buses*

The region still awaits a decision on whether our bid for funding for electric buses under the Zebra 2 programme has been successful. This is expected in March.

## 4. **Recommendations**

It is recommended that the EP Board:

1. Notes the progress and outstanding issues across the Board's project deliverables and targets, as set out in the report.
2. Notes that we have been required by DfT to review the South Yorkshire Bus Services Improvement Plan (BSIP) as a condition of receiving Phase 3 BSIP funding for 2024/25
3. Notes that we have sought some flexibility to this timeline with the Department for Transport (DfT), given the forthcoming local elections and the current franchising assessment.
4. Notes that further information will be provided at the Board meeting on the proposed process and timeline for the delivery of a revised BSIP.

## 5. **Consultation on Proposal**

5.1 Not applicable as a discussion paper only.

## 6. **Timetable and Accountability for Implementing this Decision**

6.1 Not applicable as a discussion paper only.

## 7. **Financial and Procurement Implications and Advice**

7.1 No financial or procurement decisions are recommended in this paper. Any financial implications resulting from schemes and proposals referred to in this paper will be subject to their own financial and policy approval processes.

## 8. **Legal Implications and Advice**

8.1 Not applicable as a discussion paper only.

**9. Human Resources Implications and Advice**

9.1 Not applicable as a discussion paper only.

**10. Equality and Diversity Implications and Advice**

10.1 Not applicable as a discussion paper only.

**11. Climate Change Implications and Advice**

11.1 Not applicable as a discussion paper only.

**12. Information and Communication Technology Implications and Advice**

12.1 Not applicable as a discussion paper only.

**13. Communications and Marketing Implications and Advice**

13.1 Not applicable as a discussion paper only.

**14. List of Appendices Included**

Appendix 1 Progress with EP Scheme deliverables

Appendix 2 Progress with Refreshed EP deliverables

Appendix 3 EP performance dashboard (January 2024)

## Appendix 1 – Progress with EP Scheme deliverables

### 1. More Frequent and reliable services

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
1.1	A61 bus priority road widening scheme	SYMCA	31/03/2024	Phase 1 delayed, completion now expected October 2025 Phase 2 deferred, due to cost/land assembly issues.	A
1.2	A630 Doncaster bus scheme with traffic signal technology	SYMCA	30/04/2023	Complete.	G
1.3	New iPort bridge	SYMCA	31/03/2024	Substantially complete	G
1.4	Improving bus service punctuality in Barnsley	BMBC/ SYMCA	31/03/2023	Delivery of 7 'hotspot' bus priority schemes in Barnsley. Substantially complete.	G
1.5	Introduction of pilot DRT service in at least one area, subject to funding from LUF being confirmed	SYMCA	30/09/2023	LUF bid was unsuccessful. Proposal to fund pilots separately subject to MCA Board approval.	A
1.6	Review existing Voluntary Partnership Agreements and retain or enhance operational requirements	Operators	30/09/2022	No progress to report	A



## 2.Improvements to planning/integration with other modes

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
2.1	Installation of 193 new real time information displays	SYMCA	31/03/2023	185 displays installed and working. 8 displays remain outstanding.	A
2.2	Sheffield City Council to ensure all parties have access to UTMC system in order to deliver better real time network information to operators and customers	SCC	31/03/2023	The deliverable covers two separate interventions – real time information and bus priority signal triggers. Both use vehicle tracking, but only the latter involves UTMC. Wording to be clarified in next EP Scheme variation. Work is progressing to ensure all vehicles are tracked. Recently upgraded TSY website has improved access to real time information on mobile phones, and provides vehicle location on a map. There has also been progress of bus signal triggers, with projects delivered in Sheffield and being developed elsewhere	G
2.3	Ensure that real time data is provided to SCC for use in UTMC system to improve reliability and customer information	SYMCA	31/03/2023	As above	A
2.4	Develop one integrated source of information to plan journeys and promote the agreed source. Operators to support.	SYMCA and operators	31/03/2023	Included in LUF bid, but bid was unsuccessful. Live departure website function has been substantially upgraded. Aim is to have revised journey planner operational by March 2024, including as part of TSY app.	A

### 3.Improvements to fares and ticketing Multi Operator Ticketing Schemes

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
3.1	Introduce/implement a 'tap and cap' system across the network, subject to the necessary technological solution being provided by DfT	SYMCA and operators	31/03/2023	First have spent over £300,000 installing tap off readers, which are not deployed. There has been no progress in the equipping of other operators' fleets. Although the existence of the £2 fare cap has reduced the immediate pressure for a multi-operator tap and cap system, it remains important to continue to prepare for implementation of multi-operator tap and cap as soon after December 2024 as possible.	A
3.2	Convert remaining on-bus electronic payment machines to contactless	Operators	31/03/2023	Included in LUF bid, but bid was unsuccessful. Procurement of ETMs for remaining 40 vehicles to commence in near future.	A
3.3	Review the removal of single operator products in most localised areas (deferred until impact of Government's £2 single flat fare initiative for 2023 is understood)	Operators	TBC	TravelMaster has confirmed a significant subsidy is required to reduce the cost of multi-operator tickets, without which ticket simplification is unlikely to proceed. The £2 fare cap has created a very simple single ticket fare which is widely used and has led to people switching from both single and multi-operator period products. The government's decision to continue the £2 fare cap to December 2024, will simplify ticketing for many people in South Yorkshire for the next 10 months.	A
3.4	Review premium levels on multi operator ticket products	Operators	TBC	Part of ticket simplification work above.	A
3.5	Price rises limited to once a year	Operators	30/09/2022	Ongoing.	G

#### 4.Higher Specification buses

	Enhanced Partnership Scheme Components	Lead	Delivery date (rev 2)	Comments	RAG rating
4.1	Retain standards within existing Voluntary Partnership Agreements and include within new standard to be agreed	Operators	30/09/2022	No progress to report	A
4.2	Procurement of up to 27 electric buses and provision of charging infrastructure at interchanges, on-street and at depots,	Stagecoach/SYMCA	31/03/2024	On target.	G
4.3	Upgrade part of SY community transport fleet to electric vehicles, with charging facilities at selected depots	SYMCA	30/12/2023	On target. Procurement of 11 electric minibuses and charging infrastructure has commenced.	G
4.4	Electric bus trial in Doncaster	DMBC	31/03/2024	Trial was to have been a Robin Hood airport shuttle. With closure of the airport, no progress made.	A

## 5. Improvements to passenger engagement

	<b>Enhanced Partnership Scheme Components</b>	<b>Lead</b>	<b>Delivery date (rev 2)</b>	<b>Comments</b>	<b>RAG rating</b>
5.1	Service changes to be limited to twice per year	Operators	30/09/2022	Ongoing.	G
5.2	Commence work to agree a new Customer Charter to apply across the whole network (SYMCA)	SYMCA	30/09/2022	Bus promise approved and now in public domain.	G
5.3	Develop new forum for passenger representation, to include bus user groups, representatives of disabled people and local business groups	SYMCA	30/06/2022	Complete	G

## 6. Strong network identity

	<b>Enhanced Partnership Scheme Components</b>	<b>Lead</b>	<b>Delivery date (rev 2)</b>	<b>Comments</b>	<b>RAG rating</b>
6.1	Extension and implementation of the 'Safe Places' scheme to cover the whole network	SYMCA and operators	31/03/2023	Requires further work to ensure consistency of driver training across operators and adoption of minimum standards on and off vehicle.	A
6.2	Implementation of a common branding across South Yorkshire transport network	SYMCA and operators	31/03/2023	Decision on branding deferred at EP Board meeting on 31 January 2023. Issue under consideration.	A
6.3	Installation of at least 140 new shelters	SYMCA	31/03/2023	Complete - 147 Gainshare funded shelters installed.	G

## Appendix 2 - Refreshed EP Programme Progress Report

### 1. Stable, Reliable Network

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
1.1	<b>Invest in trials of new services, route uplifts and small expansions (Underpinned by shared evidence base/analytics)</b>	<b>Mix MCA &amp; Operator</b>	M	H	Package service changes for 7 April 2024 currently out for consultation.	A
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	Work undertaken to clarify the correct process in competition law to progress proposals. No proposals yet considered.	A
1.3	Identify potential park and ride and transport hubs along existing bus corridors	MCA/Councils	M	H	Park and ride will be considered as part of revised BSIP/LTP	A
1.4	Review of bus stop locations/spacing by corridor to improve siting and journey times	MCA/ Operators	M	M	Selective reviews along key corridors planned as part of bus priority/punctuality programme. None planned at present.	A
1.5	<b>Bus priority – £35m TCF and £103m CRSTS funding directed to key bus bottlenecks, supported by improved data hot-spot analysis</b>	<b>Councils/ MCA</b>	S	H	<b>Most projects on track, but some have been delayed. Regular review meetings at district level under way.</b>	A
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. MCA-funded driver training programme started in April 2023.	G

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
1.7	Maximise development contributions to invest in public transport	Councils and MCA	S	H	SYMCA Housing and Planning Team have earmarked member of staff to take forward.	G
1.8	Schools Promise for education transport**	Operators and MCA	N/a	N/a	No progress	A

\*Updated from 29 November presentation to EP Board

\*\*Added since 29 November EP Board meeting

## 2. Better Customer Experience

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
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. Improved journey planner planned for inclusion with TSY app in March 2024.	A
2.2	Tackle “lost buses” problem by ensuring all buses are tracked and cancelled buses are logged*	Joint	M	M	Programme of work under way to increase proportion of buses that are tracked and ensure cancelled buses are notified to the real time system.	A
2.3	Development of a common SYMCA Ambassador module for Certificate of Professional Competence (CPC) training	Joint	F	L	No progress to report.	A
2.4	Development of common bus stop standards for TSY, as part of TSY “single network identity”	MCA	F	L	No progress to report. Network identity still to be clarified.	A
2.5	Consistent bus lane operational times (0700 - 1900, 7 days) with camera enforcement	Councils	F/M	H	Some Councils have all-day bus lane operational times, others do not intend to implement. Enforcement is variable.	R



Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
2.6	Capital programme of bus stop enhancements to standard, including improved customer information	MCA	M	H	147 shelters installed – programme complete 185 real time displays installed and working. 8 additional displays to be installed this financial year.	G
2.7	Deliver programme of next stop AV announcement retrofits	Joint	M	H	No progress to date.	A

\*Updated from 29 November presentation to EP Board

### 3. Simpler, Less Complex And Better Value Fares

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
3.1	Standardise on streamlined range of multi-operator TravelMaster products, removing single operator daily, weekly and monthly products	Operators	F	M	Significant transfer of passengers to multi-operator products, potentially enabling simplification, depends on funding availability to subsidise multi-operator tickets.	R
3.2	Enable sale of Travelmaster products via operator apps and websites, encouraging off-bus sales where possible	Operators	M	M	TravelMaster products available directly through First and Stagecoach's ticketing apps. Smaller operators provide hyperlinks to the TravelMaster website. SYMCA maintains 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 has been 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 and commercial agreement with TravelMaster.	A
3.4	Explore potential for flat fares at District level, after national £2 fare cap expires	Operators	M	H	Operators invited to consider a simplified price structure following end of £2 fare cap in December 2024, based on modelling information provided by SYMCA.	A
3.5	Introduce 'tap & cap' / QR readers for speed of boarding, simplicity of payment. – single operator early 2023 (First)	Operators	M	H	First have spent over £300,000 installing tap off readers which have now been deployed There has been no progress in the equipping of other operators' fleets. Although the existence of the £2 fare cap has reduced	A

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
	– single operator later 2023 (Stagecoach)				the immediate pressure for a multi-operator tap and cap system, it remains important to continue to prepare for implementation of multi-operator tap and cap as soon after December 2024 as possible.	
3.6	Tap & cap/QR readers for multi operator from 2024	Operators	S	H	As above	A
3.7	<b>Free taxi to destination if last bus cancelled/"no quibble" compensation for complaints</b>	Operators	F	M	<b>Included in bus promise and in operation for major operators.</b>	G

\*Updated from 29 November presentation to EP Board

#### 4. Marketing, Brand and Trust

Ref	Measures	Funding & delivery*	Speed (months) Fast=3 M=3-12 Slow=12+	Impact	Comment	RAG rating
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?	Being considered over a longer term time horizon. Behavioural insights research under way.	A
4.2	Joint 'back to bus' marketing (especially ENCTS pass holders), complementing operator only initiatives	Joint	F	H?	As above	A
4.3	On-bus/bus stop marketing (interior/exterior)	Joint	F	M	2023/23 EP marketing programme still subject to discussion.	A
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 (either directly or via trusted intermediary).	Joint	F	H???	Early discussions with operators, has indicated agreement. Sharing mechanisms to be developed as part of bus priority work programme.	A


\*Updated from 29 November presentation to EP Board

# SY Summary

## SYBIP UPDATE: JANUARY 2024

### JOURNEYS (MILLIONS)

Latest 12 Months (Year to 9th December 2023)



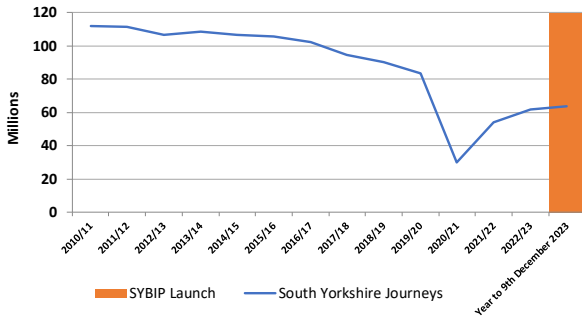
ACTUAL	TARGET	% COMPARED TO TARGET
64	77	83%

**JOURNEYS GAP/SURPLUS**  
-13

Data Source: Operator Supplied Data

### JOURNEYS (MILLION)

#### TOTAL SOUTH YORKSHIRE JOURNEYS



Legend: SYBIP Launch (orange bar), South Yorkshire Journeys (blue line)

### COMMENTS

Comparison to 2024/5 Targets

- Total journeys 64m: **13m** short of target
- Reliability 98%: **2%** short of target
- Punctuality 77%: no target set
- Passenger satisfaction in 2023 at 81%: **11%** short of target
- Journey times -awaiting list of routes/corridors to include

### OPERATIONAL PERFORMANCE

#### PUNCTUALITY

Latest 12 Months (Jan 2023 to Dec 2023)

	ACTUAL	TARGET	DIFFERENCE
AVERAGE EXCESS WAITING TIME*	0.7		
PERCENTAGE ON TIME	77.0%	95.0%	-18.0%

NOT CONFIRMED

Data Source: Real Time Data

#### RELIABILITY

Latest 12 Months (Dec 2022 to Nov 2023)

	ACTUAL	TARGET	DIFFERENCE
PERCENTAGE OPERATED	98.0%	99.5%	-1.5%

#### ROUTE JOURNEY TIMES

Awaiting feedback on routes/corridors to include

### 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%	70%	0%
Fare Paying Passengers	58%	56%	-2%

Note Oct 23 small base, 58 responses

### PASSENGER SATISFACTION

2023 (Jan to Nov)

	ACTUAL	TARGET	DIFFERENCE
PERCENTAGE SATISFIED WITH BUS SERVICE OVERALL	81%	92%	-11%

47%

SYMCA TRAVEL SURVEY CARRIED OUT IN AUTUMN 2022

Data Source: Transport Focus

# By LA Summary



## SYBIP UPDATE: JANUARY 2024



### JOURNEYS (MILLION): YEAR TO 9TH DECEMBER 2023

SOUTH YORKSHIRE			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>% COMPARED TO TARGET</b>
	64	77	83%
	<b>JOURNEYS GAP/SURPLUS</b> <b>-13</b>		

Data Source: Operator Supplied Data

DISTRICTS			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>% COMPARED TO TARGET</b>
BARNLEY	8.8		
DONCASTER	12.2		
ROTHERHAM	7.6		
SHEFFIELD	35.1		

CUSTOMER GROUP			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>% COMPARED TO TARGET</b>
FARE PAYERS	35.5		
ENCTS	14.1		
CHILD	14.0		

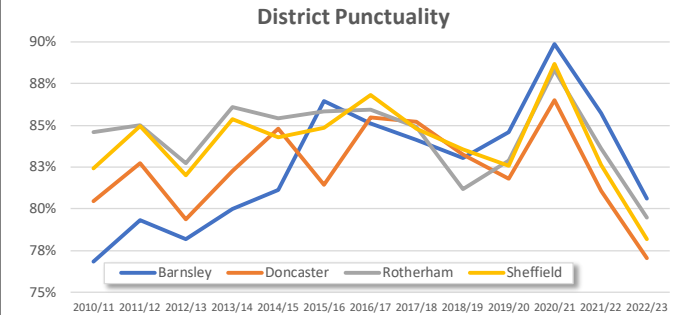
### OPERATIONAL PERFORMANCE

PUNCTUALITY (JAN 2023 TO DEC 2023)			
SOUTH YORKSHIRE			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>DIFFERENCE</b>
	77.0%	95.0%	-18.0%
	<small>NOT CONFIRMED</small>		

Data Source: Real Time Data

NO LONGER AVAILABLE DISTRICTS			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>DIFFERENCE</b>
BARNLEY	N/A	N/A	N/A
DONCASTER	N/A	N/A	N/A
ROTHERHAM	N/A	N/A	N/A
SHEFFIELD	N/A	N/A	N/A

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

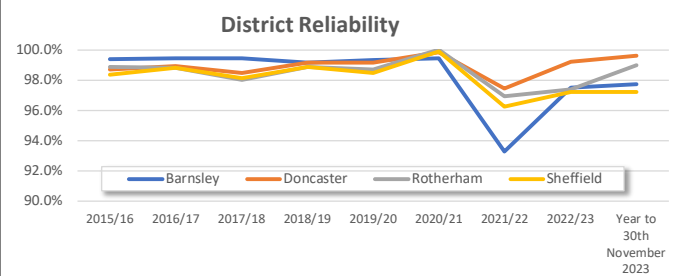


### OPERATIONAL PERFORMANCE: RELIABILITY (DEC 2022 TO NOV 2023)

SOUTH YORKSHIRE			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>DIFFERENCE</b>
	98.0%	99.5%	-1.5%
	<b>PERCENTAGE OPERATED</b>		

Data Source: Real Time Data

DISTRICTS			
	<b>ACTUAL</b>	<b>TARGET</b>	<b>DIFFERENCE</b>
BARNLEY	97.7%	99.5%	-1.8%
DONCASTER	99.6%	99.5%	0.1%
ROTHERHAM	99.0%	99.5%	-0.5%
SHEFFIELD	97.2%	99.5%	-2.3%



# By LA Passenger Trips

## Bus Passenger Numbers in South Yorkshire

