



Your Ref

Our Ref

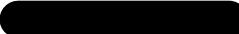
Ask For

Direct Line

Email

CAS-36601-V4P3K0

Stephen Edwards

stephen.edwards@sypte.co.uk**BY EMAIL**

27 June 2019

Dear **Re: Maltby Bus Petition**

Thank you for your petition in relation to bus service changes introduced on 3 March 2019, in particular services 10 and X10, which no longer serve Rotherham District General Hospital or Thomas Rotherham College from Maltby. As you are aware, this petition was noted at the Sheffield City Region Mayoral Combined Authority meeting on Monday 3 June 2019.

I am sure you will appreciate, with the varying demands for routes it is not always possible to provide a direct link from all areas, so connecting services are provided to and from central locations.

The service changes introduced in March were designed to keep the network sustainable within the resources available whilst offering the best possible service to as many customers as we can.

First South Yorkshire operated services 10/10a on a commercial basis, without any funding from South Yorkshire Passenger Transport Executive (SYPTTE). First made the decision to enhance parts of the network by providing Maltby residents on Rotherham Road, as well as Bramley, Sunnyside, Flanderwell and Herringthorpe, with four buses per hour instead of two to provide more access to bus services and encourage use in to Rotherham. They also extended the services beyond Rotherham, to Meadowhall and Sheffield as this is where the majority of passengers wish to travel.

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Charter****CUSTOMER
SERVICE
EXCELLENCE**

As a consequence of these improvements it does mean that passengers needing to use the local hospital services as a patient or visitor will need to change between frequent services. Maltby now has 10 buses per hour (X1, X7 and X10) to Wickersley, where 5 buses per hour (19, 19a and 113) provide onward journeys to the hospital.

As patronage to and from the hospital was low, it was felt that revised service schedule met the needs of the largest groups of passengers. However, access to employment was considered and, as a result, service 110 was introduced, operating early morning journeys between Maltby and Rotherham, providing a direct service for workers at the hospital. Further to this, and as a direct result of feedback gathered during the consultation regarding these changes, First agreed to introduce some additional journeys to Rotherham Hospital on service 113 to provide a direct link for Maltby residents not wanting to change buses at Wickersley.

For those who are unable to access service X10 to travel to the hospital or for those who may have difficulty using scheduled services, SYPTTE also funds Community Transport Services in the borough. Rotherham Community Transport is a subsidised service which, for a small charge, provides an alternative solution to standard public transport. Community Transport offers Door 2 Door 'Dial-a-Ride' and 'Shopper Bus services', which are available by registering for the services on 01709 517100. Contact Details are also available at www.travelsouthyorkshire.com/door2door

Regarding bus service X1, we appreciate that there is an issue with delays caused by traffic on the highway. This issue has been highlighted to Rotherham Metropolitan Borough Council and the Rotherham Bus Partnership are grateful to the current major investment taking place at Bramley to alleviate some of it. Further bus priority work is being investigated for the Rotherham-Maltby bus corridor through the Transforming Cities Fund. A bid on behalf of South Yorkshire was submitted to the Department of Transport this month and we expect to receive feedback later this year.

If any of your constituents experience any further incidents whereby services fail to operate, or do not operate to the advertised route or timetable, please advise them to contact either the operator directly or SYPTTE, providing specific dates, times, locations and service or fleet/registration numbers via our Traveled team on 01709 515151, MyTSY or our online 'Tell Us What You Think' form. Further details of how to contact us are available at www.travelsouthyorkshire.com/contactus. This will then enable SYPTTE to investigate the matter on their behalf with the operator at the earliest opportunity.

A report following the public consultation is available on the Travel South Yorkshire website: <https://www.travelsouthyorkshire.com/consultations/Feb2019Bus/>

I am sorry I cannot give you a more positive response in this instance but, if I can be of any further assistance, please get in touch.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Edwards', with a long horizontal flourish extending to the right.

**STEPHEN EDWARDS
EXECUTIVE DIRECTOR**

