SYMCA Bus Service Improvement Plan

Refresh 2024

Overview

Welcome to the South Yorkshire Mayoral Combined Authority (SYMCA) Bus Service Improvement Plan (BSIP) 2024 refresh. This document sets out how buses play a major part in an integrated public transport offering across South Yorkshire, driving economic growth, reducing transport-related social exclusion and improving the health of residents. We want to increase patronage on an expanding, accessible, reliable, punctual, fast, comfortable, frequent, place-based, sustainable, affordable and safe bus network, which, aligned to urban, manufacturing and other growth strategies in South Yorkshire, really makes a positive difference to people's lives and the wider economy.

Although the level of 2024/25 BSIP funding for bus improvements is already pre-determined, and this is not a bidding document for future funds, the document highlights opportunities for step-change improvement across South Yorkshire's bus network which are aligned to the National Bus Strategy (NBS). It also sets out what has been achieved since the last SYMCA BSIP in 2021, detailing the successes of the Enhanced Partnership with bus operators and showing South Yorkshire can be relied upon to deliver bus improvement schemes.

We want a bus service across South Yorkshire that has the public at the heart of it. We want people to be proud of a bus network that provides them what they want and need, and we want them to be positive advocates for it as part of a world-class integrated public transport offering. With some more difficult decision-making, constant focus and appropriate funding, we can make this a reality.

Contents

Introduction

A **reliable**, **efficient**, and **affordable** transport system is a crucial driver of **economic growth**, **reduction of social exclusion** and **increased health and wellbeing** benefits. Transport is fundamental to linking **people**, **businesses**, **and services**; whether it is connecting residents to **jobs**, **education**, or visitors and residents to **green spaces** and **recreational facilities** or ensuring our **businesses** can readily access their **markets**.

South Yorkshire has a **diverse** and **well-connected** economy comprising of two cities, thriving towns and significant rural trading based in fabulous countryside. Located at the heart of the UK, we offer **great opportunities** for people and organisations to prosper, not least through our leading **Investment Zone** proposition.

We have good national and international connectivity being served by the East Coast and Midland Main Line rail routes, the motorway network, the Humber Ports and, once re-opened, Doncaster Sheffield Airport. We have recently taken the region's tram system back into **public control** and are developing a plan for more **integrated transport** solutions supported by devolution of transport decision-making. However, Sheffield's transport connectivity, where approximately 572,000 live within a 45-minute commute, lags behind other core cities.

Manchester's labour market reach is more than double that of Sheffield at 1.4 million, Leeds is just over 1 million and Liverpool 900,000. Greater levels of **investment** to significantly improve connectivity within South Yorkshire, and to key city destinations across the North and nationally, are required to support our **ambitions** for **growth** and **increased productivity.** This requires the delivery of the Network North programme but also improved connectivity across the region.

We still have many deprived areas across South Yorkshire, and with high levels of low car ownership, the bus is the **top public transport mode** for most of the public. We must make sure our public transport system keeps pace and **connects people** with planned **growth** across the region.

A **growing population** coupled with increases in **planned development** will lead to further challenges unless we ensure that new developments support good public transport facilities and services. Using Gainshare funding, we're investing heavily in Urban Neighbourhood Frameworks to increase **urban densification** and therefore **footfall** in town and city centres. New housing within the Sheffield inner ring road is also planned with less parking and more reliance on public transport. **Evolving markets** dictate the need for an **integrated transport system** that provides the **connectivity, capacity, reliability and resilience** needed to support wider regional objectives. We also have a commitment to be a **Net Zero** economy by 2040, supported by difficult decision making such as introducing a **Clean Air Zone** in Sheffield, and a **sustainable transport network** is a key part of delivering that ambition. These strategies which support **'levelling up'** are reliant on each other to make best use of limited local government funding.

We will put the **people** and **communities** of South Yorkshire at the **heart** of developing the **seamless, integrated transport network** that the region needs and deserves. As part of our work to develop a new Local Transport Plan, we are developing proposals to improve movement and connectivity across all modes for South Yorkshire to meet the core aims of **tackling transport poverty** in areas of high deprivation, **developing mobility solutions** that promote economic and social inclusion, and help to **address climate change** by discouraging car usage.

An **affordable, safe, frequent, reliable and place-based** bus network, integrated with the tram and rail networks as well as active travel, is crucial to **changing behaviours** and offering a **viable alternative** to travelling by car.

Section 1 – Our Bus Vision

Our vision for buses in South Yorkshire can't be separated from our ambitions for the region and for the 1.4 million people who live here.

Our residents deserve the best. They deserve to be able to access jobs, training, healthcare, friends and family. They deserve a cleaner, greener, wealthier and healthier economy. They deserve a public transport system that they have confidence in and that gets them safely where they need to go, when they want to go there and for a price they are willing to pay.

We have ambitious plans here in South Yorkshire about how we want to grow and prosper. We've recently launched our Plan for Good Growth that states transport is a necessary condition for local economic growth – both the evidence and the all too frequent stories of personal transport disruption attest to this. We estimate that, increasing the effective size of metropolitan South Yorkshire to that of comparable Western European and US peers would increase the number of commuters by 4% and would be worth about £1bn per year to South Yorkshire. An integrated transport system that is affordable, accessible, and safe is a critical enabler for these plans, including buses, tram, rail and active travel.

South Yorkshire needs and deserves a world-leading bus network which meets our regional demands, with a mix of rural and urban populations and challenging topography. Buses are at the heart of our integrated transport vision because our residents need them.

But our residents have lost confidence in our buses, after decades of under-investment and cuts and the growing impacts from the private car. Despite our best efforts there has been a reduction in services. And this has led to falling passenger numbers and a less affordable system.

We're doing everything in our power to realise our ambitions of a bigger, better and more resilient economy for South Yorkshire. As well as launching our Plan for Good Growth we have developed a Skills Strategy which articulates plans to increase income, investment, and secure highly paid jobs as well as providing opportunities to allow people to stay near and go far. We've taken the tram back into public control with a view to greater transport integration, and we are bringing the office of the Police and Crime Commissioner into the Mayoral Combined Authority (MCA) so we can join up local services.

We are taking, and will continue to take, the hard decisions required to make opportunity a reality, because our communities deserve that. To support these decisions, we need to strengthen our transport services, but we can't do this alone. We need help if our bus network is to play its part in the integrated transport system our residents need. Put simply, money will allow us to restore and improve our services which will boost the trust and patronage in the bus network and the wider transport system. Buses are not a nice to have, or an optional extra. They are at the heart of our transport vision that will make a real difference to people's lives

OUR BUS VISION

An inclusive bus system that puts people first by better connecting our communities and providing safer, cleaner, zero emission fleets that are fully accessible, supported by cheaper and simpler fares and deliver services that everyone can rely on. Buses will form a key part of an integrated transport system bringing together tram, rail and active travel, to allow residents access to economic and training opportunities, healthcare and leisure facilities, and to see friends and family.

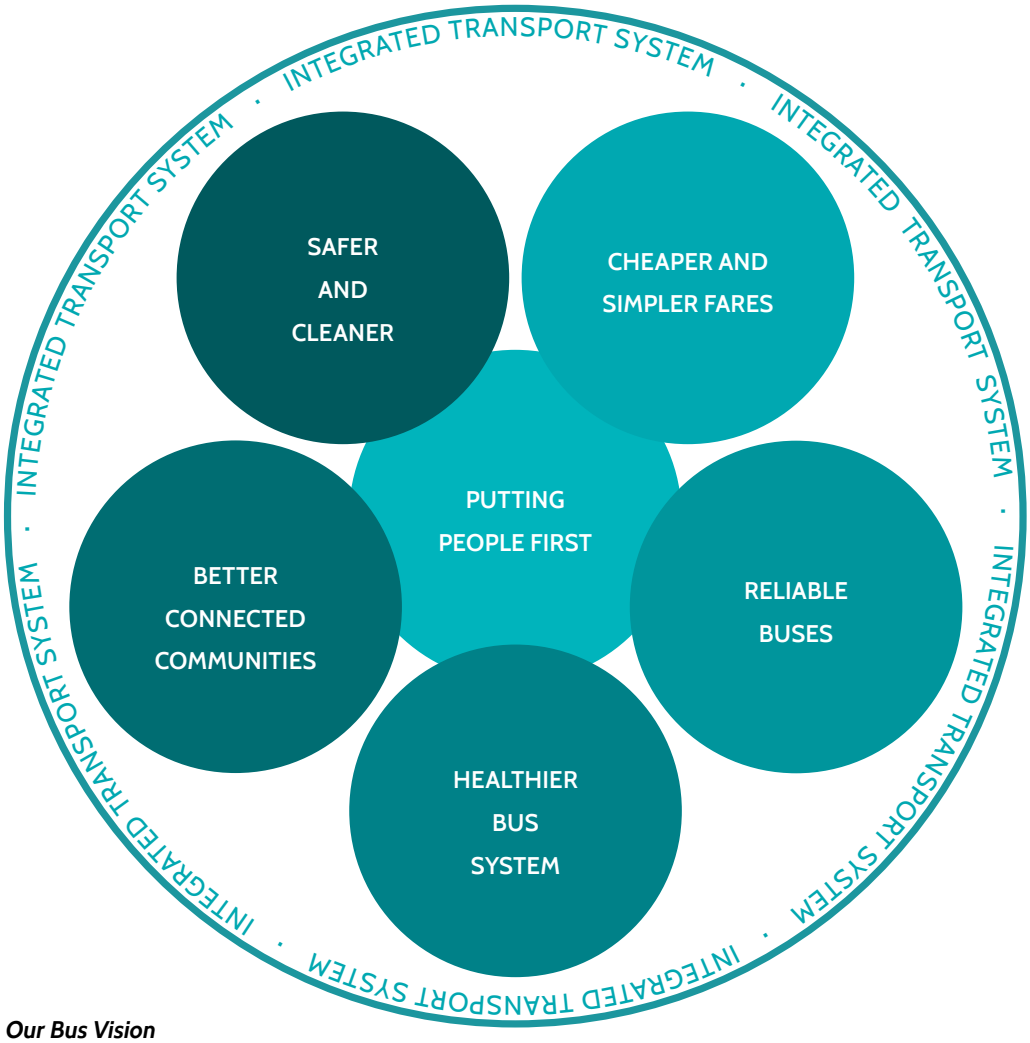


Figure 1 – Our Bus Vision

OUR OBJECTIVES

Our vision and objectives are in alignment with the National Bus Strategy objectives (Appendix 1).

SYMCA BSIP Objectives	National Bus Strategy Objectives
Putting people first	Easier to understand, better to ride in, accessible and inclusive
Safer and cleaner	A safe mode of transport, which is seen as safe
Better connected communities	More frequent, more comprehensive, better integrated
Reliable buses	Faster and more reliable
Cheaper and simpler fares	Cheaper, easier to use
Healthier bus system	Greener, innovative

Table 1 – Alignment of SYMCA Objectives with National Bus Strategy

OUR GOALS

To support our vision for buses in South Yorkshire, the BSIP must deliver the following five goals;

1. Support the South Yorkshire economy

Buses support the local economy and our ambitions to grow the economy, providing affordable accessibility and choice for people in getting to where they need to go. Buses connect communities, and allow people to get to work, education, health and leisure opportunities. When full, buses are much more efficient than cars in the use of road space and help to reduce congestion and the economic dead weight cost that congestion imposes. Buses support tourism and similar economically beneficial activities. Bus companies also support the economy directly by providing employment for a substantial number of drivers, mechanics, cleaners, and other roles.

2. Tackle transport-related social exclusion

As much as 25.7% of South Yorkshire households do not have the choice to use a car[1] and this figure is as high as 29% in Sheffield.

For those people without access to private cars buses are an essential way of accessing healthcare, employment, education and social connection. For low-income families, they can offer cost-effective, affordable mobility compared to other modes such as taxis. Modern buses are also highly accessible to people with disabilities. Put simply, buses are a critical social safety net for those in danger of transport related social or economic exclusion.

Our aim is for buses to offer end to end accessibility and provide ample areas for pushchairs and luggage in addition to the wheelchair space, so that everybody can travel with confidence. They will also provide audible and visible information.

Rapid increases in the cost of living, the legacies of the COVID-19 pandemic, and deep cuts to local bus services have exacerbated transport-related social exclusion (TRSE) in the North of England. These effects have particularly fallen on residents with disabilities, those on low incomes and in insecure work, and carers. Severe financial hardship, stress and anxiety, and social isolation are common consequences of the everyday transport issues widely faced by these populations[2].

Local Authority	% of households Without Access to a Car
Barnsley	22.7%
Doncaster	24.4%
Rotherham	23.0%
Sheffield	29.2%

Table 2 - % of South Yorkshire Households Without Access to a Car

3. Improve the health of South Yorkshire residents

The connectivity and independence provided by buses allows people that otherwise might be isolated, dependent, or less mobile, to live long, healthy and independent lives. This is specifically relevant in enabling access to health services including local hospitals. Buses are also a very safe and more affordable method of transport compared to cars. Increasing bus use is consistent with our aims to improve mental and physical health in South Yorkshire.

[1] Census Data 2021

[2] https://transportforthenorth.com/reports/transport-and-social-exclusion-in-the-north-in-2023-24/

4. Support net zero and reduce harmful air pollution
South Yorkshire bus fleets are some of the oldest in operation in England. Full buses produce lower carbon emissions and less harmful pollution per person than fossil-fuel-based cars, particularly when the buses themselves are electric. The decarbonisation of the South Yorkshire bus fleet will be quicker to achieve than the decarbonisation of all private cars within South Yorkshire. We're committed to improving the lives and health of people in South Yorkshire and are taking action to improve the air people breathe in our urban areas, including through the Clean Air Plan in Sheffield and Rotherham, which includes the Clean Air Zone in Sheffield. Securing mode shift from car to bus and transitioning the bus fleet to electric are both core elements of South Yorkshire's commitment to net zero carbon, and to improving air quality in our urban centres.

5. Achieve financial sustainability
Maintaining a bus network that meets the needs of the community requires public funding. The costs of bus services ultimately can only come from two sources – the fare-paying passenger through the farebox, or the taxpayer. Around 21% of the operated mileage was supported by the MCA in the year to 2022/23, equating to 5.6 million operating vehicle miles, up from 6% in 2019/20 (equating to around 2.15 million operating vehicle miles). This translated to a cost to the MCA of £11.8m in 2022/23, a figure which increased to £23.8 in 2023/24 with only a slight uplift in mileage. Coupled with concessions and community transport, the total cost to the MCA of operating the bus network was around £42m for 2022/23, rising to around £47.2m for 2023/24, with the MCA funding 85% of this for 2022/23 and 87% of this for 2023/24, with the remainder coming from DfT grants and funding. Pressure on local government finances and inflation means it will be very hard to maintain this trend in the future.

A fifth goal of this BSIP is therefore to move the bus system to a more financially sustainable position, i.e. one where a greater proportion of the costs of running the bus system are met from farebox revenue, and a lower proportion from taxation. In effect this can only be achieved by a significant increase in bus patronage or more people being willing to pay more.

With sufficient levels of funding support from DfT we will be able to achieve our overall vision and goals.

- Create connected communities by improving bus connectivity, particularly where car ownership is low
- Ensure our buses are safe, clean, accessible and affordable to use
- Establish a reliable, user-friendly bus network that people can confidently rely on
- Support the roll out of healthier, zero emission buses across South Yorkshire
- Grow bus patronage to improve the financial sustainability of the bus system

The objectives of the BSIP are to:

The initiatives we propose to deliver through our BSIP are focussed on the delivery of our objectives. We will target measures in those areas that will have the greatest impact on improving reliability as this is a top priority for our passengers, where there are currently gaps in the network to increase the reach of our bus system and in locations where communities are struggling with poor connectivity. Our aim is to improve and grow the bus system rapidly, however the pace at which we will be able to achieve these objectives will depend crucially on the level of investment available.

BSIP GEOGRAPHY

Our BSIP covers the geographical area of South Yorkshire and includes the four local authority areas of Barnsley, Doncaster, Rotherham and Sheffield, as shown in Figure 2. This area matches the geography of our Local Transport Plan (LTP4) and our Enhanced Partnership.

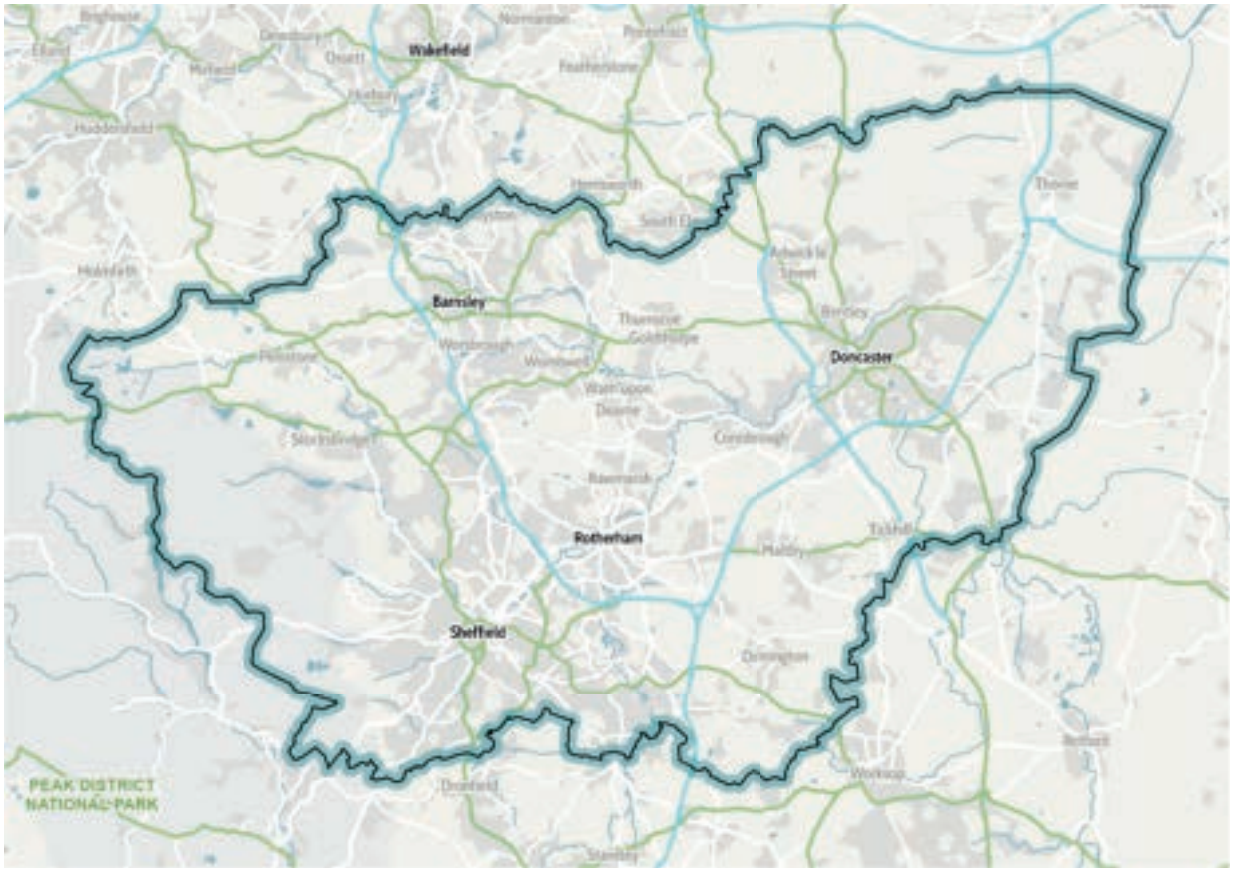


Figure 2 – South Yorkshire BSIP Geography

DURATION OF THE BSIP AND LTP ALIGNMENT

Our refreshed BSIP directly aligns to our evolving Local Transport Plan (LTP), which sets out the fundamental features we aspire to see in our transport network and our aspirations for the regional bus network.

Figure 3 – Transport Network Fundamental Features

The BSIP forms the implementation plan for buses, taking the overall transport network aspirations set out in our LTP and turning them into a practical plan for buses, which is delivered through our Enhanced Partnership (EP). The duration of our BSIP has been set to 2034/35, which considers known funding sources such as City Region Sustainable Transport Settlement (CRSTS2) and the potential move to a different delivery model. Our BSIP aspirations are agnostic of the delivery model and set out activities that are required to improve the bus network.

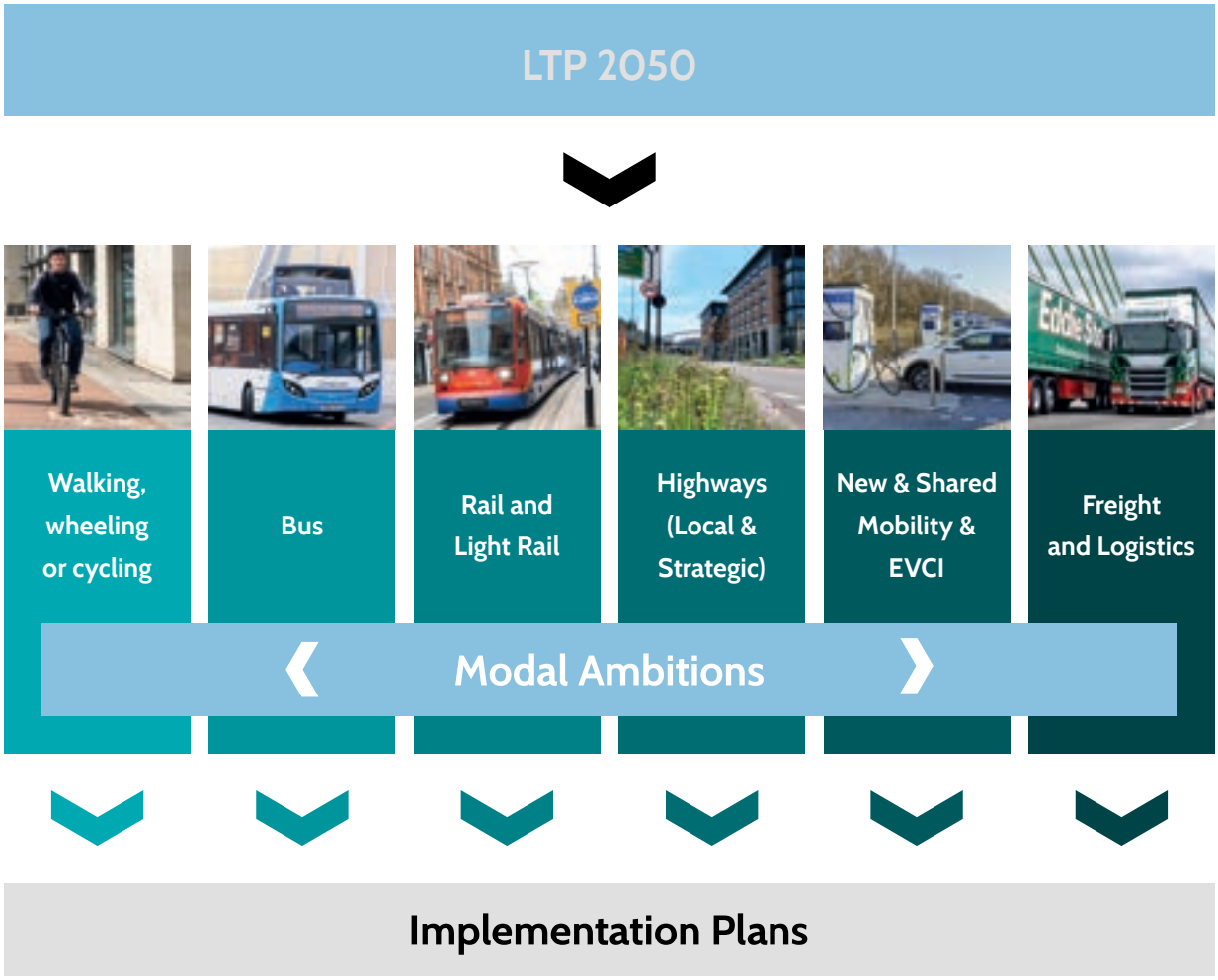


Figure 4 – Relationship Between BSIP and LTP

CASE STUDIES

SYMCA has been working hard with our stakeholders and operators to deliver step-change improvements to the bus system. Since our previous BSIP submission in 2021, several projects and initiatives have been delivered, which our residents and visitors are benefitting from. A snapshot of this activity is provided below with more detail in Section 3.

iPort Bridge

This new bridge provides a dedicated bus and active travel connection to the iPort near Doncaster, which is one of the UK's largest multimodal logistic hubs and a large employment site for the region. Access to the site by public transport was restricted, but the new bridge has allowed a regular bus service to operate. This has made public transport a viable option for people working at and visiting the iPort, as well as improving the service for local residential areas.

- 0.5km new bus lane
- 1 new bus gate
- 0.5km new segregated pedestrian and cycling travel route
- 1 new bridge for pedestrians, cyclists and buses
- 1 signalling upgrade
- 1.5m wide rain gardens between cycleway and carriageway
- Additional trees and planting provided for biodiversity net gain
- 3 green roof bus shelters and 1 solar powered bus shelter

A631 Between Maltby and Rotherham

This new bus lane has been introduced to improve bus punctuality and reliability on the corridor between Maltby and Rotherham. It provides residents, students, employees and businesses with faster and more reliable bus services, particularly the X1, X7 and X10 services which then travel onwards to Sheffield City Centre via Magna and Meadowhall.

- 1.4km new bus lane
- 2 new signalised pedestrian crossings
- Renewal of a signal controlled junction
- Traffic calming measures
- 1.4km of carriageway resurfacing
- 30% travel time improvement forecase for AM peak
- 6% increase in bus patronage forecast at Hellaby
- 5% of all bus passengers in Sheffield and Rotherham will benefit

Zero Emission Bus Regional Areas (ZEBRA 1)

This funding has enabled an initial 27 new zero emission electric buses to be introduced on routes in Sheffield city centre and across the Dearne Valley, alongside major investment in the depot at Rawmarsh. These buses will not only improve public transport in South Yorkshire, they also make a real contribution to hitting our net zero goals and making South Yorkshire's air cleaner.

- Collaboration between DfT, SYMCA, Stagecoach, BMBC, CDC, RMBC, SCC and South Pennine
- New buses aim to improve air quality across all four local authorities and within the Clean Air Zone and Air Quality Management Areas
- 27 new single decker electric buses across the whole of South Yorkshire
- Bus charging infrastructure at Rotherham Interchange, Rawmarsh Depot and Sheffield Interchange
- Supports ambition to have a fully Zero Emission bus fleet by 2035
- City Connect launched on 8th April. Stagecoach electric buses commence operation in June 2024
- New Electric Buses serving routes are 221, 22x and a new Sheffield City Centre Shuttle service City Connect 1 and 2

Early Introduction of the £2 Fare Cap

As part of our commitment to support public transport, SYMCA took the decision in September 2022 to introduce a fare cap on bus and tram, starting from 1 November 2022 in advance of the Government's national scheme commencing in January 2023. This capped all adult single fares across bus and tram at no more than £2.

SYMCA funded the bus fare cap from 1 November 2022 to 31 December 2022

A total of 1.9million bus trips were made

In total, SYMCA have paid bus fare cap reimbursement of £884,000

On tram we have to date seen a total of 5.13million fare cap trips on the network

Saving pass holders around £3.7million in direct costs

Section 2 – Current Opportunities

This section provides useful information about the current bus service in South Yorkshire and analyses how it compares to the aims and objectives of our bus vision. The evidence base from 2021 has been updated and we have added new sources of information where relevant to reflect the key features if our local bus network.

OVERVIEW

Better Connected

Opportunity to:

- increase the modeshare of bus compared to car
- increase the number of people living within a 45-minute commute by bus to our major towns and cities
- increase the 1% of people within a 30 minute public transport commute of Advanced Manufacturing District (AMID)
- use network planning tools to review the existing bus network and improve integration with other modes
- improve access to integrated journey planning information to support multi modal journeys

Regional Context

The bus network is fundamental to supporting and transforming productivity and growth in South Yorkshire, aligned to the levelling up agenda. It is central to the success of public and private sector investment in urban densification, renewal and jobs, linking people to opportunities across South Yorkshire and ensuring growth and opportunities are inclusive and open for every resident. The bus network has been in continuous decline due to;

- Growth of the private car
- Lack of effective subsidy
- Decline in services because of reduced patronage
- Changes in shopping and working patterns following the Covid19 pandemic

Recent central Government funding has underpinned some stabilisation. Continued funding will ensure the network remains at a constant level, but additional funding is essential in realising our ambitions to ensure bus services are safer, more reliable and attractive, supporting increased employment and agglomeration alongside the shift to net zero. Further funding also opens the door to growing the network to deliver transformative connectivity and move to financial sustainability without being reliant on financial support.

While the bus is the most used form of public transport in South Yorkshire, car is still a significantly higher proportion of overall journeys. Cordon counts of people entering the four towns and city centres (broadly defined as inside the inner ring road for Sheffield) between 07:00 and 19:00 shows this, as set out in Table 3. This shows the scale of the challenge required to encourage more people to use the bus.

In total, over 1 million people live within a 45-minute commute by public transport to at least one of our four town and city centres, as shown in Figure 5 with the population within a 45 minute commute shown by district in Table 3. This total includes people from towns and cities outside of South Yorkshire, such as Chesterfield and Wakefield. Meanwhile, there are significant areas within all four of our local authorities which have poor public transport connectivity, including significant towns such as Stocksbridge in Sheffield and Dinnington in Rotherham.

Mode	2018	2019	2020	2021
People travelling by bus	163,316	159,827	84,287	110,217
People travelling by car	749,991	739,834	985,768	714,012
% People travelling by bus	22%	22%	12%	15%
% People travelling by car	63%	62%	69%	65%
All people	1,198,833	1,196,123	998,145	1,101,448

Table 3: Cordon Count Data [1]

This means that growing the size of our region's labour market, a key part of economic success, is dependent on maintaining and improving transport connectivity both inside and outside South Yorkshire. Improving bus links to rail stations is a key way of improving connectivity and delivering an integrated transport system.

Centre	Estimated population within a 45 min commute
Barnsley	293,000
Doncaster	269,000
Rotherham	362,000
Sheffield	572,000

Table 4: Estimated population within a 45 minute commute

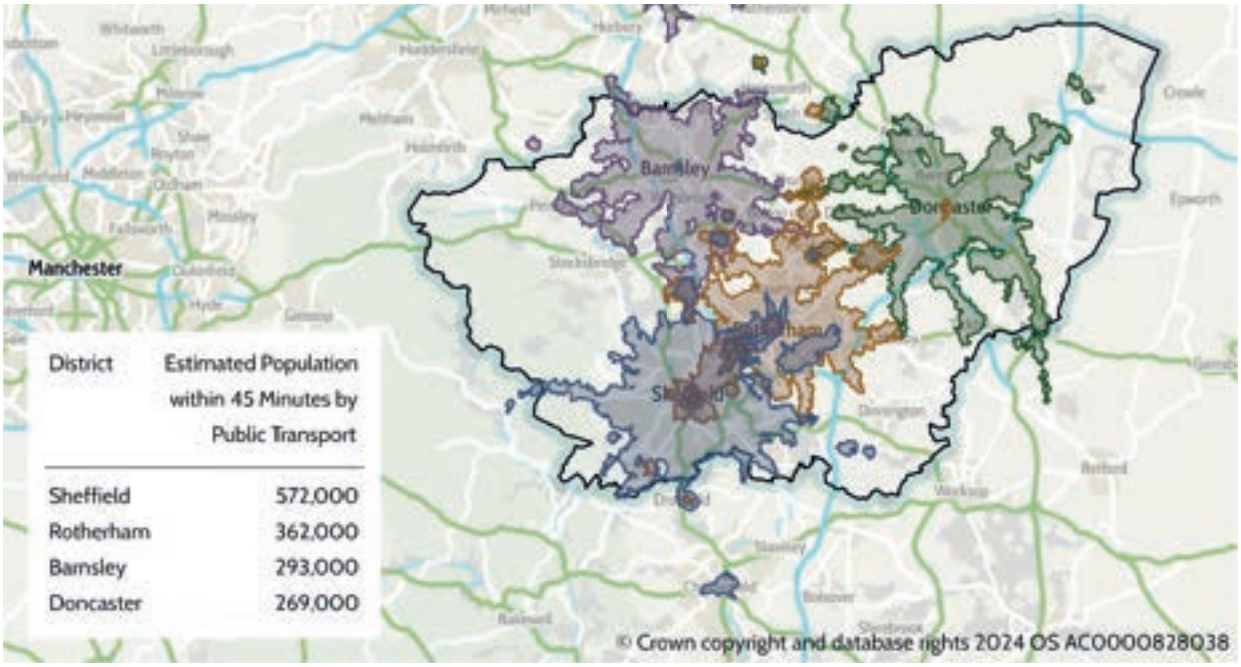


Figure 5: Over 1 million people live within a 45 minute commute by public transport to at least one of the four centres[2]

As a core city, Sheffield's transport connectivity, where approximately 572,000 people live within a 45-minute commute, also lags other core cities. Manchester's labour market reach is more than double that of Sheffield at just under 1.4 million people, Leeds is just over 1 million people and Liverpool just over 850,000 people. This is shown in Table 5 and Figure 6.

Centre	Estimated population within a 45 min commute
Leeds	1,069,000
Liverpool	857,000
Manchester	1,374,000
Sheffield	572,000

Table 5: Estimated population within a 45 minute commute

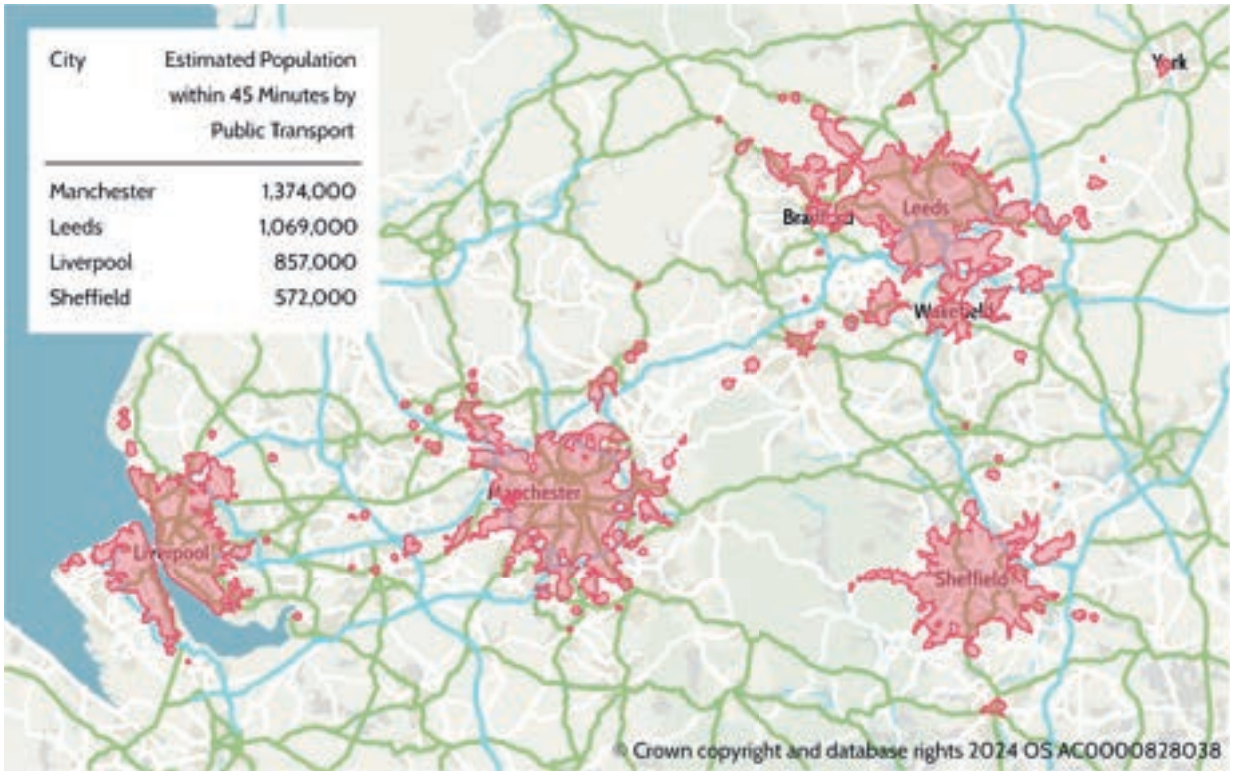


Figure 6: Sheffield and Core Cities Connectivity [3]

Transport investment is core to South Yorkshire's economic growth, as the investments directly stimulate local economies, grow labour markets, strengthen supply chains and generate jobs. Previous work by Metro Dynamics found that just 28% of South Yorkshire's population live within 30 minutes of Sheffield city centre by public transport and fewer than 1% live within 30 minutes of the Advanced Manufacturing Innovation District (AMID) along the Rotherham – Sheffield corridor[4]. This has an impact on productivity as Sheffield city centre hosts 50% of all tradable jobs in South Yorkshire, while AMID has seen some of the strongest growth in tradable sectors. The bus network will play a key role in supporting economic growth, with service enhancements required to enable people to travel and to have choice on how they travel. Good transport increases the likelihood that residents will be matched with a job they enjoy and are good at, and this has a strong impact on productivity. The report outlined that an increase in size of the labour market in South Yorkshire by 10% following transport improvements could generate an additional £1bn in annual GVA.

Modal Integration & Connectivity

Throughout South Yorkshire, are opportunities to improve connectivity within the bus network and between buses and other modes of transport[5], including the South Yorkshire Supertram network. Key employment centres across the region, notably those outside traditional city centre employment locations, are also often poorly served by buses. Connectivity to existing employment locations will be addressed as part of the proposed network review (as set out in Section 5), however in the long term, there is a need to align future development with our public transport network.

The poor connectivity is exacerbated by difficulties in navigating the system among certain groups of passengers, with those without access to smartphones unable to use the journey planning apps that are often the main source of route planning and real-time information. Whilst the transport network shouldn't be solely reliant upon access to a smartphone, access to real time information does assist with travel. Unfamiliar users may also find it difficult to use journey-planning and ticket-purchase apps, or be unaware of the limitations of these, as these are provided on an operator-by-operator basis.

One of the issues experienced is the lack of integrated planning across bus, tram and rail routes with timetables being planned in isolation from each other. While tram and rail routes are fixed, there is an opportunity to better plan the bus network to allow for better coordination and intermodal connectivity. The recent completion of the transfer of the South Yorkshire Supertram to be controlled by the MCA (as an arm's length wholly owned subsidiary of the MCA) provides a real opportunity to allow for this better integration between the bus and tram networks.

NETWORK

Better Connected

Opportunity to:

- reduce the amount of tenders by increasing the proportion of commercially provided services
- increase accessibility to bus services, particularly in rural areas
- restore network mileage and frequencies to pre-COVID levels

Approximately 1.3m people in South Yorkshire have access (400m walk or less) to an active bus stop with an hourly or better service during the daytime in a typical week. This is about 95% of the population, but without the MCA support, this figure would be much reduced. Even with this support, there are still over 60,000 residents that do not have any access to a basic level of bus service. Figure 7 shows those locations that are without access to an hourly bus service across South Yorkshire. These locations are predominantly rural and tend to have an older population meaning that if residents do not have access to a car, their access to facilities, including health services, and participation in social activities could be limited.

Residential households located more than 400m walk from a hourly or more frequency stop were identified (yellow dots). These were aggregated to form the red polygons indicating areas with poor bus service. Household dots were left in the map to show that not all the red shaded area is badly served, as there is not necessarily any households in those areas.

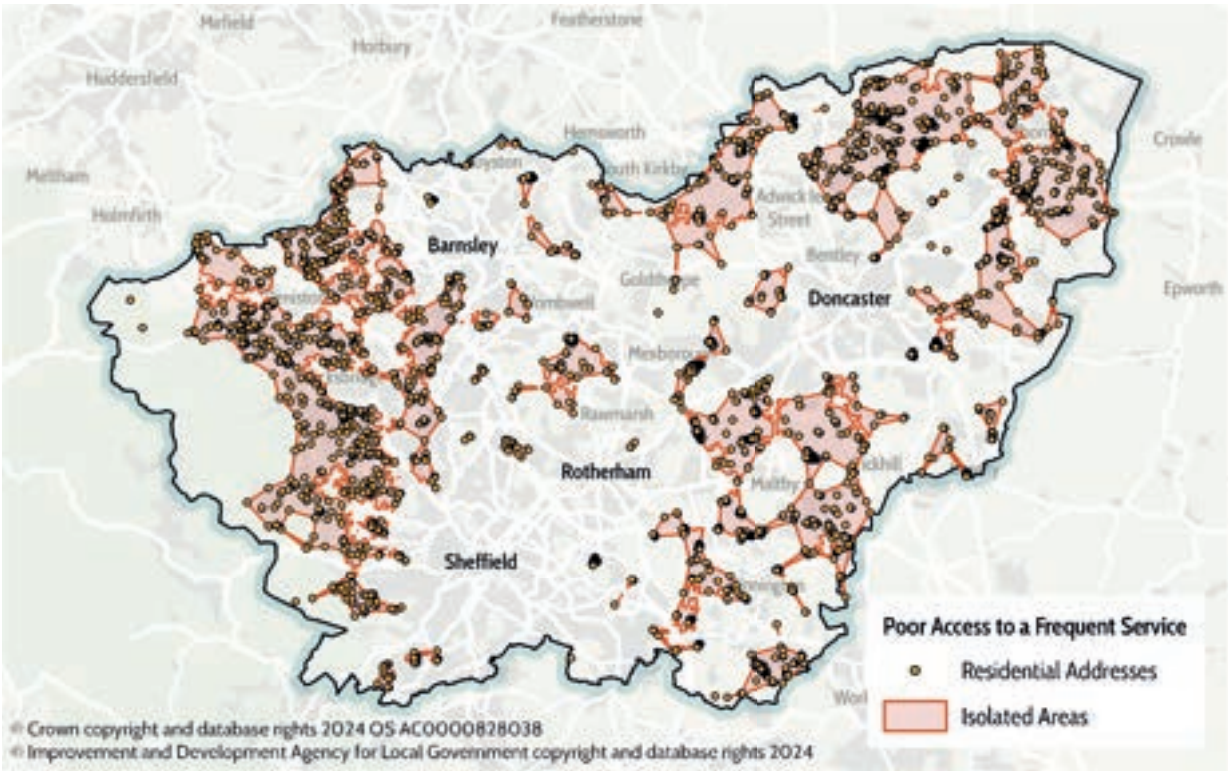


Figure 7: Areas without Access to an Hourly Bus Service

Recognising the importance of public transport in enabling residents and visitors to participate fully in all that South Yorkshire has to offer, the MCA provides financial support to a number of services that would otherwise be commercially unsustainable. Figure 8 shows the South Yorkshire bus network by those routes that are operated commercially, those that are tendered and those which receive some financial support from the MCA.

Figure 9 and Figure 10 show the Sunday network and the areas that are only served by a tendered service on a Sunday. This shows that there is a significant proportion of South Yorkshire that is reliant on tendered services.

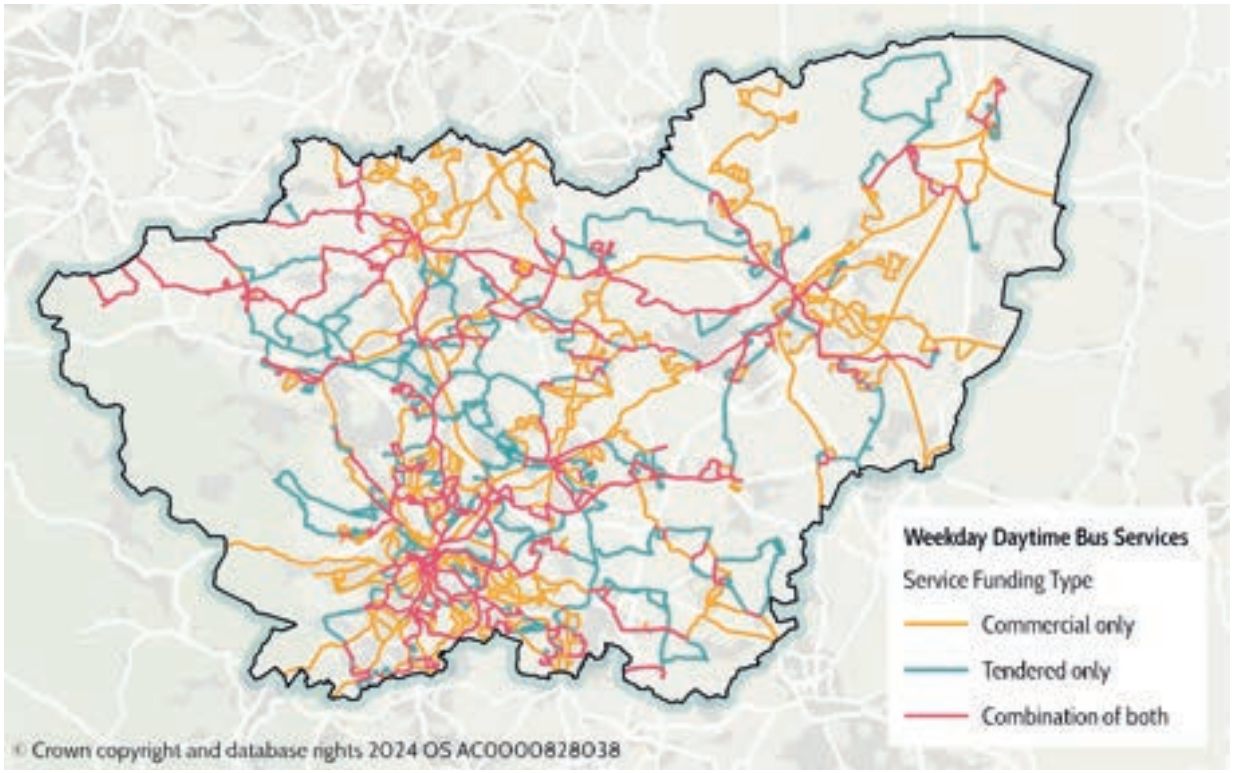


Figure 8: Weekday Daytime Bus Services by Funding Type

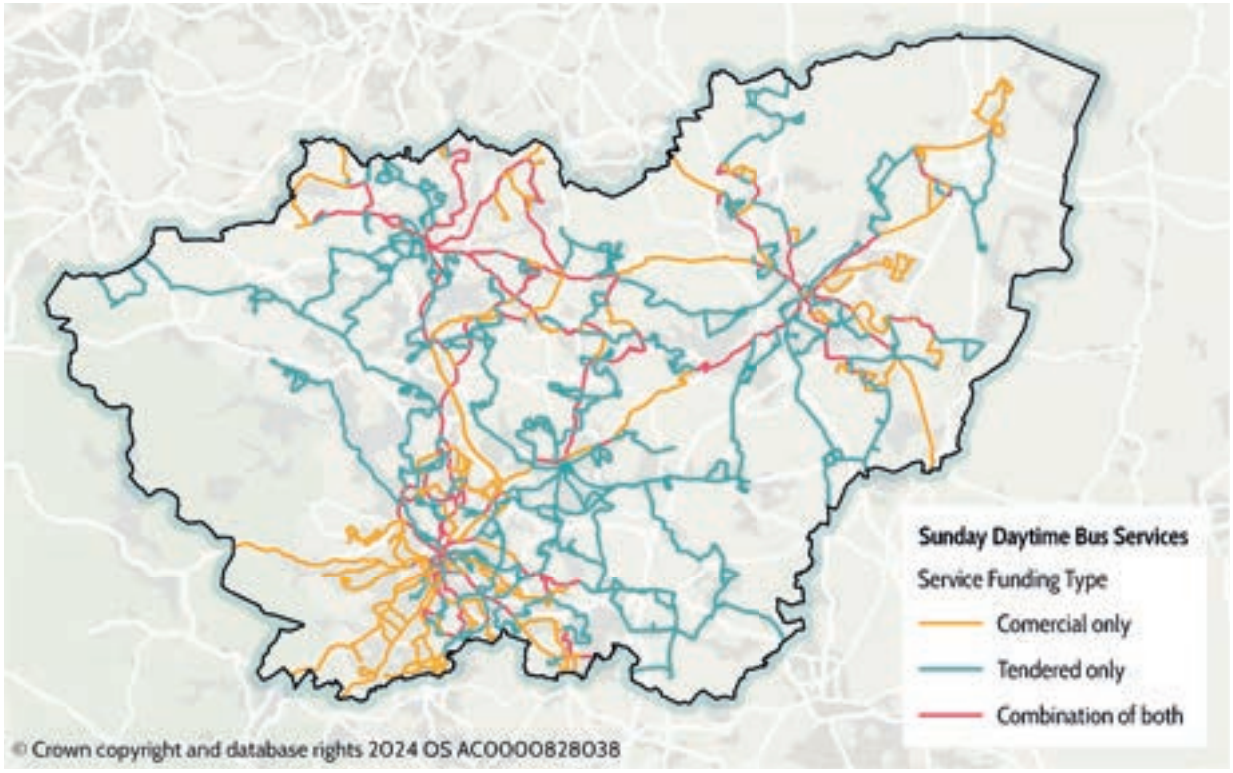


Figure 9: Sunday Daytime Bus Services by Funding Type

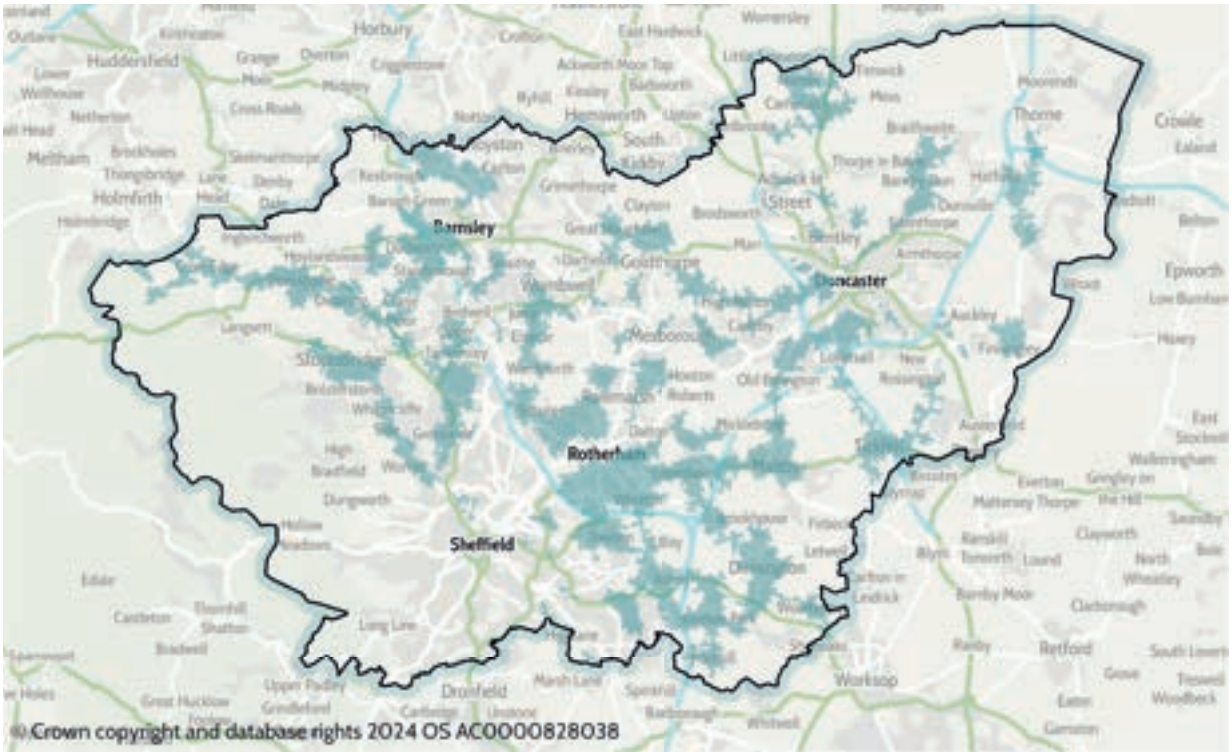


Figure 10: Communities Served Only by a Tendered Service on a Sunday (Daytime)

Network Reduction

The change in the operated bus mileage since 2010/11 is shown in Figure 11. This shows a significant decrease in the operated mileage over the last decade, and despite a short post-Covid recovery, the mileage is on a further downward trend, despite the slow patronage recovery.

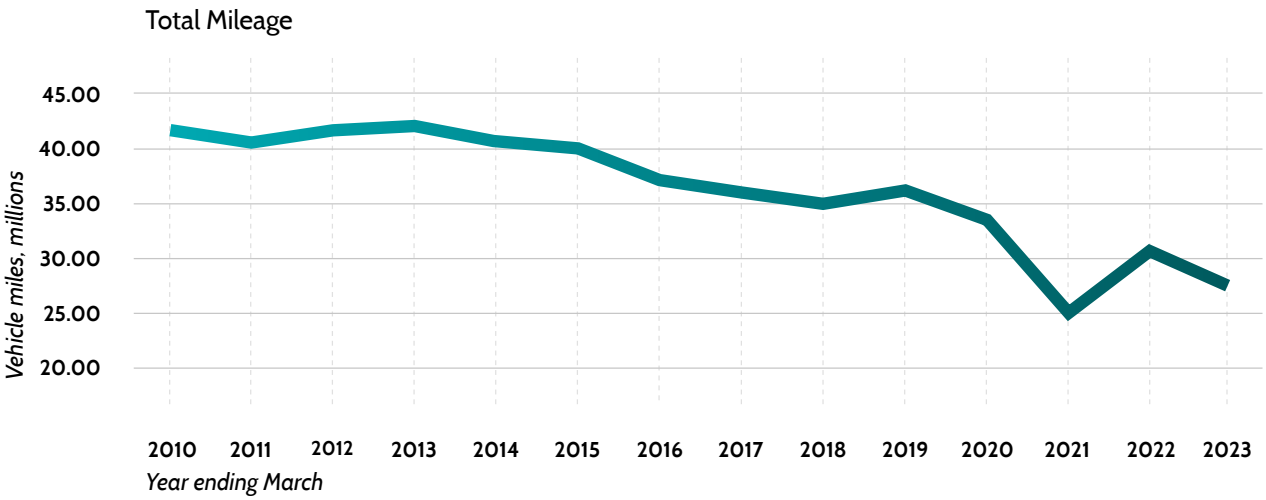


Figure 11: Operated mileage

Since 2021/22, the overall network coverage has not changed significantly and most areas that had access to bus services still do although there are a number of small communities that are no longer served. The differences between the current network and the network as it operated in Spring 2022 are shown on Figure 12.

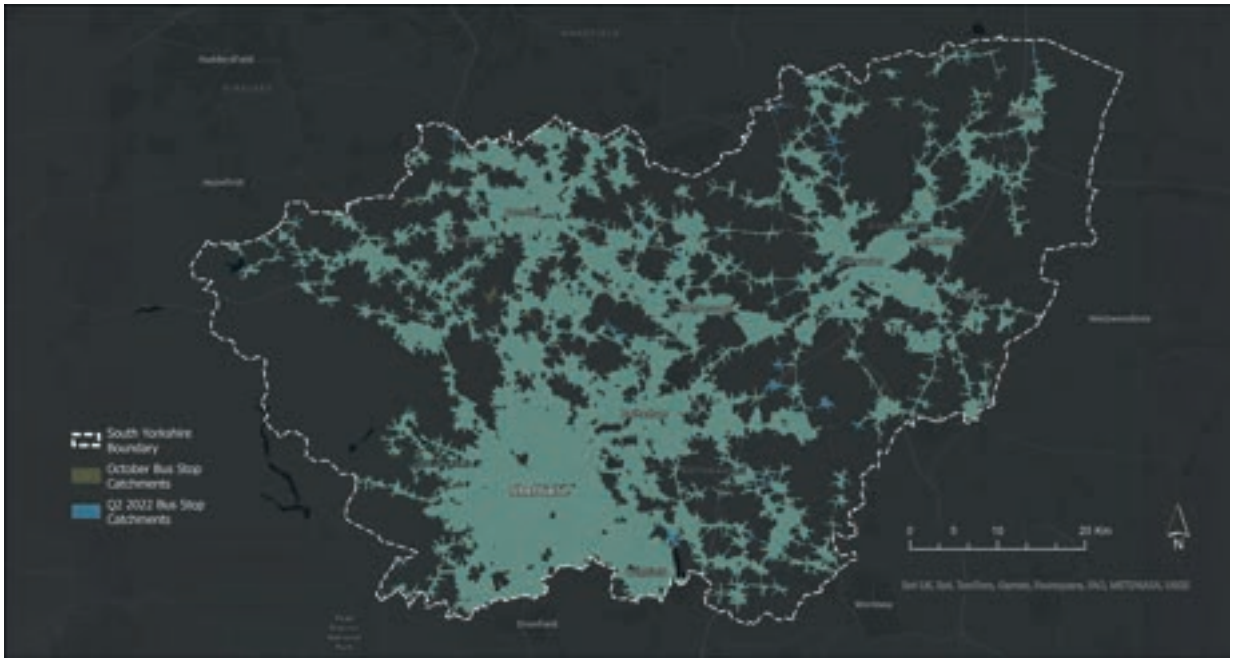


Figure 12: Current vs Spring 2022 network coverage

While the network coverage is similar, the key differences are in the frequencies of services available in certain areas. Figures 13 - 15 show the changes to the frequencies on the bus network at each bus stop for the weekday morning peak, evening and Sunday.

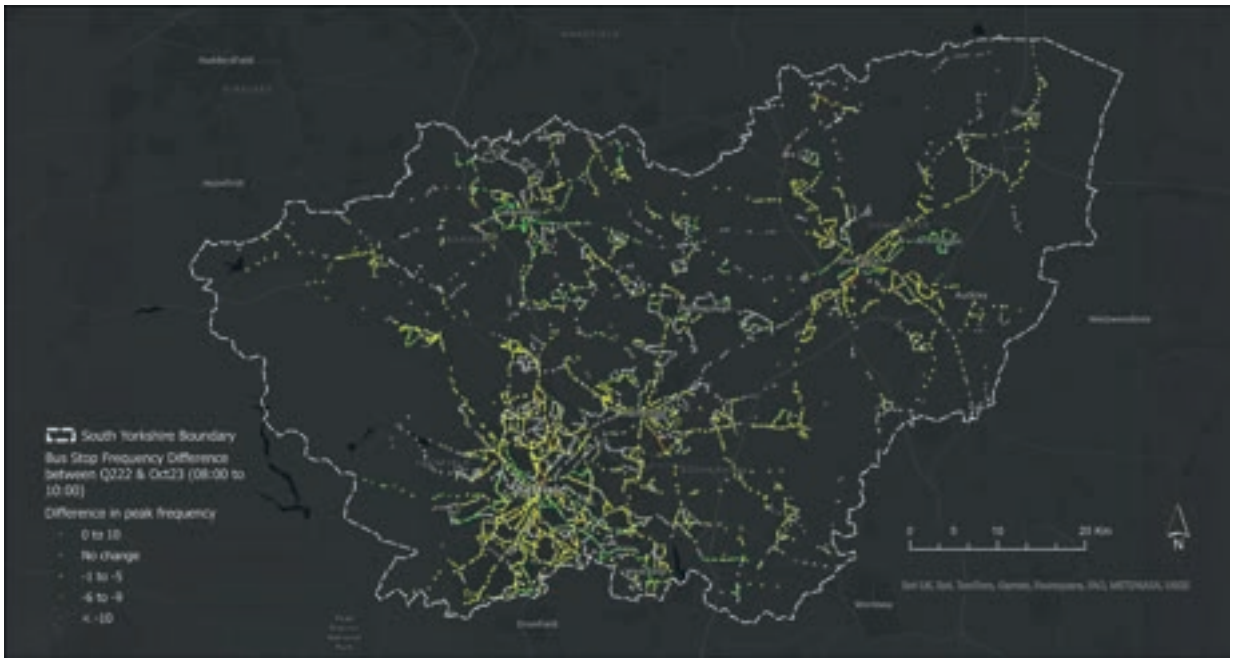


Figure 13: Weekday morning peak changes in bus stop frequency

Figure 14: Evening changes in bus stop frequency

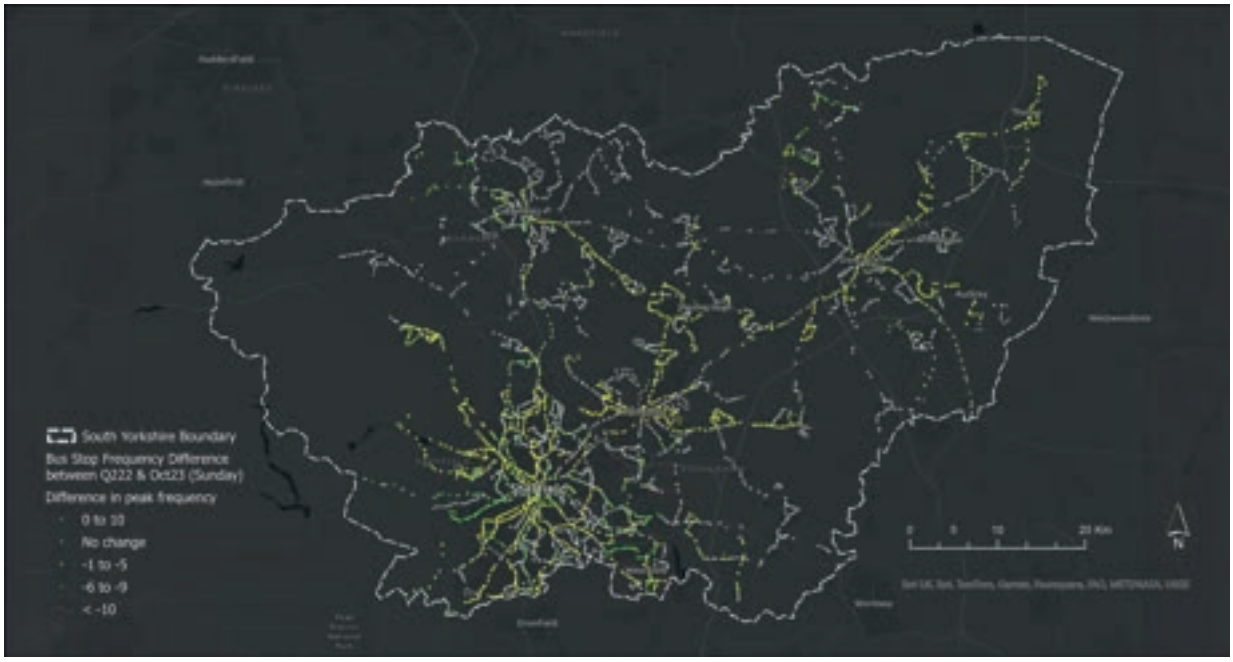


Figure 15: Sunday changes in bus stop frequency

This shows that for large parts of the network, the number of buses serving bus stops has reduced, including on key corridors into and out of the four urban centres of Doncaster, Rotherham, Barnsley and Sheffield across all three time periods.

Bus Operator Market Share

The bus network in South Yorkshire is dominated by two operators, First South Yorkshire and Stagecoach Yorkshire, who collectively account for nearly 85% of the mileage (for services operating within South Yorkshire and not including mileage that is operated across the boundary). Stagecoach Yorkshire typically operate services in Sheffield, Rotherham and most services in Barnsley, whereas First South Yorkshire typically operate services in Sheffield, Doncaster and Rotherham. A full breakdown of the market share (calculated by operated mileage) is provided in Table 6.

Bus Operator	% of Mileage Operated
First South Yorkshire	42.9%
Stagecoach Yorkshire	40.9%
TM Travel	5.8%
Stagecoach East Midlands	3.4%
Globe Holiday's limited	2.1%
South Pennine Community Transport	2.1%
Other operates (less than 1% each)	2.8%

Table 6: Operator Market Share

Tendered v's Commercial services

The provision of tendered and supported services is a critical activity for the MCA. Just over 102,556 miles are tendered on the general bus network and with a further 8,369 miles provided on the school network, totalling just over 110,924 miles of tendered services every week. As of 5th April 2024, there were 355 active services in operation across South Yorkshire. Of these services 248 are either part or wholly tendered by SYMCA. This can be broken down into 174 wholly tendered - 87 general network service and 87 school services – and 74 part tendered services, all on the general network.

Continuously declining patronage means that bus services are often changed or withdrawn as they become commercially unviable. Some service changes have occurred due to bankruptcy of smaller operators, with extremely minimal or no notice, as was the case when Powells Bus withdrew services overnight in August 2022 when the company entered administration. Often, these smaller operators run socially necessary services.

As services change and are withdrawn, the MCA must then choose when to allow for further subsidy through tendered services or allowing the network decline. However, it is becoming increasingly difficult to cover the resulting gaps through tendered services due to budgetary pressures.

Prior to the COVID-19 pandemic, funding was unable to make up for a shortfall in commercial sustainability and to provide a comprehensive tendered service network in South Yorkshire. This problem has been exacerbated by patronage falls since the pandemic. Figure 16 shows the change in the tendered service mileage since 2006/07. This has increased in recent years due to the BSIP Phase 2 revenue funding. For comparison, the level of commercially operated

mileage is also shown in Figure 16. For the year ending March 2023, tendered services accounted for 21% of the total mileage operated, increasing from 6% in 2019/20.

The overall reduction in tendered service mileage is coupled with a reduction in the gross budget from just over £11m in 2006/07 to just under £7m in 2021/22. This was due to austerity measures and cut in the transport levy.

This has increased more recently due to using one-off £13m reserves to stabilise the network through to the 2024/25 financial year. This has been possible following the difficult choice to increase the transport levy. However, the overall value for money is significantly lower than it was in 2006/07 (i.e. there are far fewer tendered service miles being delivered for a far greater budget).

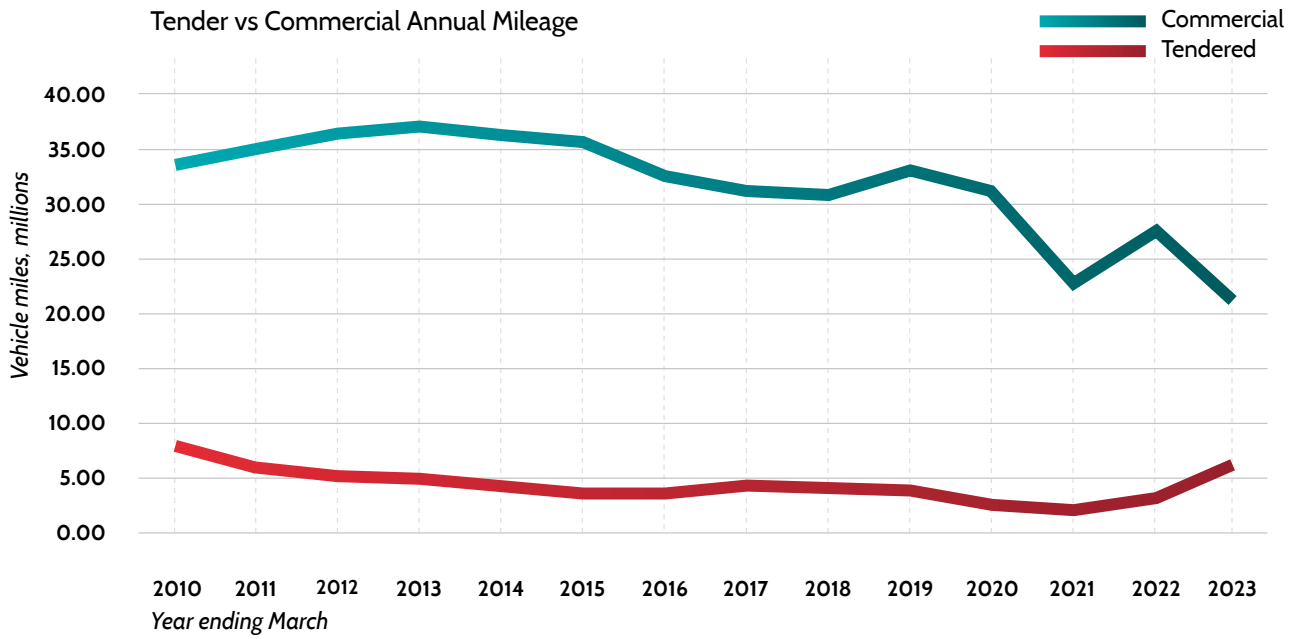


Figure 16: Tendered vs Commercial service mileage[6]

Baseline Spend

The MCA's baseline spending on buses in 2022/23 and 2023/24 is set out in the Table 7 below. This covers both revenue and capital budget key headings as well as projects funded from government sources and LTA budgets.

REVENUE (£000)		Funding	Description	2022/23	2023/24
	Concessions	LTA	Concessions	£23,011	£20,436
		LTA	Enhancements	£2,081	£1,805
	Tendered Bus Services	LTA	General & Schools	£9,081	£17,389
		DFT	BSOG	£1,127	£1,127
		DFT	BSG	£430	£0
		DFT	BRG/LTF2 & 3	£4,674	£0
		DFT	LTF 4	£0	£1,634
		DFT	BSIP+	£0	£3,151
	Community Transport	LTA		£1,657	£1,657
	Revenue Total			£42,061	£47,199

CAPITAL (£000)	Projects	Funding	Description	2022/23	2023/24
		DfT	ZEBRA	£0	£8,931
		DfT	CRSTS	£14,673	£13,759
		DfT	TCF	£3,030	£12,003
		LTA	LTA	£934	£862
		DfT	LNCT	£0	£1,343
		DfT	HCM	£4,909	£0
	Capital Total			£23,546	£36,898
	Grand Total			£65,608	£84,098

Patronage

Grow Patronage

Opportunity to:

- recover the 'lost' 20% of passengers following COVID
- grow the number of fare paying passengers
- encourage ENCTS (concessionary) pass holders back to bus
- work with Local Authorities to support increases in town and city centre footfall

South Yorkshire's bus network is the backbone of the region's public transport system. It provides widespread, regular, and environmentally sustainable connectivity to a range of opportunities, including for those without an alternative. The potential to grow the mode share on bus is significant and if we are to achieve net zero or get anywhere close to it, attracting new passengers and retaining existing ones is a 'must do'. It is our ambition to halt and reverse this decline in patronage, linked to reinstatement of network mileage lost post COVID and alongside the passenger improvement measures proposed to make the system safer, cleaner and healthier.

Bus patronage in South Yorkshire has been in general decline since 2016/17 reaching a pandemic impacted low of 30 million passenger trips in 2020/21, as shown in Figure 17. Demand has increased year-on-year following Covid and latest emerging data for 2023/24 shows overall recovery at 73% of pre-Covid[7] with estimates for 2024/25 showing further growth to over 75%. However, this still leaves a gap of well over 20% in passenger numbers and the subsequent impact on network revenues.

The pandemic has broken some existing trends and collapsed many years of change into a shorter time period. The 2022 Annual Travel Survey[8] revealed the changes in bus usage because of the COVID-19 pandemic. The majority (58%) of residents said their bus usage remained the same as before COVID-19, however the proportion whose usage has declined (26%) is higher than the proportion using buses more often (by -11%). Among those not currently using the bus frequently, the net reduction is -30%, with 1 in 5 (22%) citing the decline is due to a preference for driving.

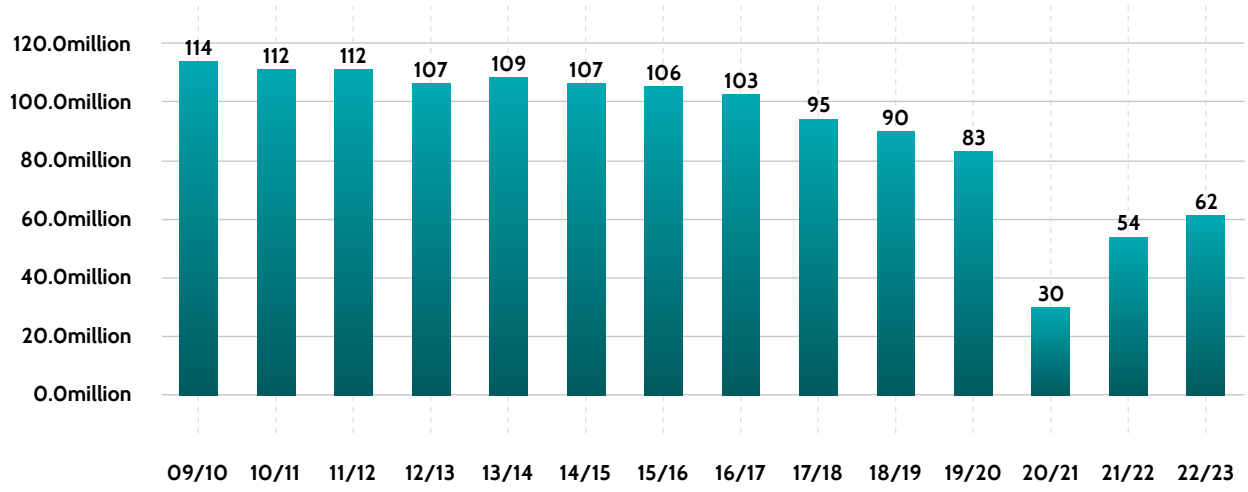


Figure 17: Passenger Journeys on Local Bus Services in South Yorkshire since 2009/10 (Source: SYMCA from Bus Operators)

The change in patronage over this period since 2009/10 for each district is shown in Figure 18.

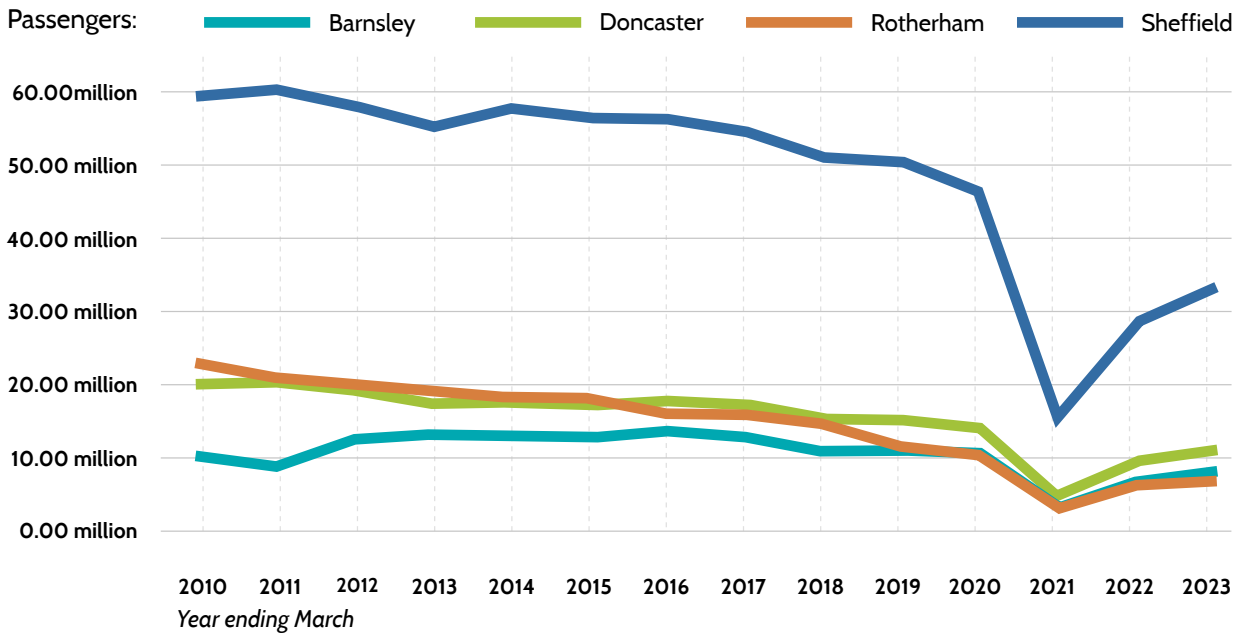


Figure 18: Changes in patronage by District

There are also substantial variations in the post-Covid recovery in each of our four local authorities and also by customer group. Bus passenger trip recovery is consistently 7% higher in Doncaster than the average for South Yorkshire as a whole, Barnsley sits around 1% above the average with Sheffield 1% below. Rotherham's recovery is 6% lower than the average. This is shown on Figure 19.

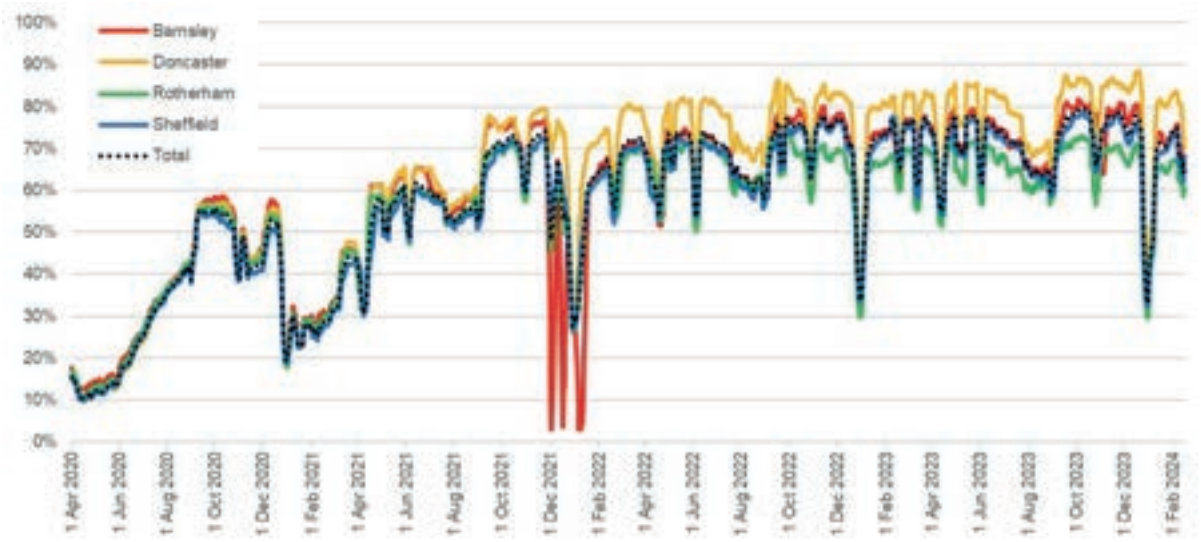


Figure 19: Public Transport Tracking - Percentage of Pre-Covid by Local Authority[9]

[9] Source: Operator Data

The variation between customer groups (ticket types) is also significant. Child and fare-payer recovery is consistently 7% and 3% respectively above the average whilst ENCTS is more than 10% below.

There is also variation between customer groups and local authorities, for example Sheffield child travel has been over 100% at some points during the last year. In 2022, SYMCA commissioned research into residents' annual travel patterns[10]. The results showed that residents in Rotherham were less likely to use buses and trains.

Meanwhile, people living in Sheffield are more likely to use the bus but are dissatisfied with bus reliability and that buses don't go where they want. This leads to the need to take actions to change recovery to be place and type specific.

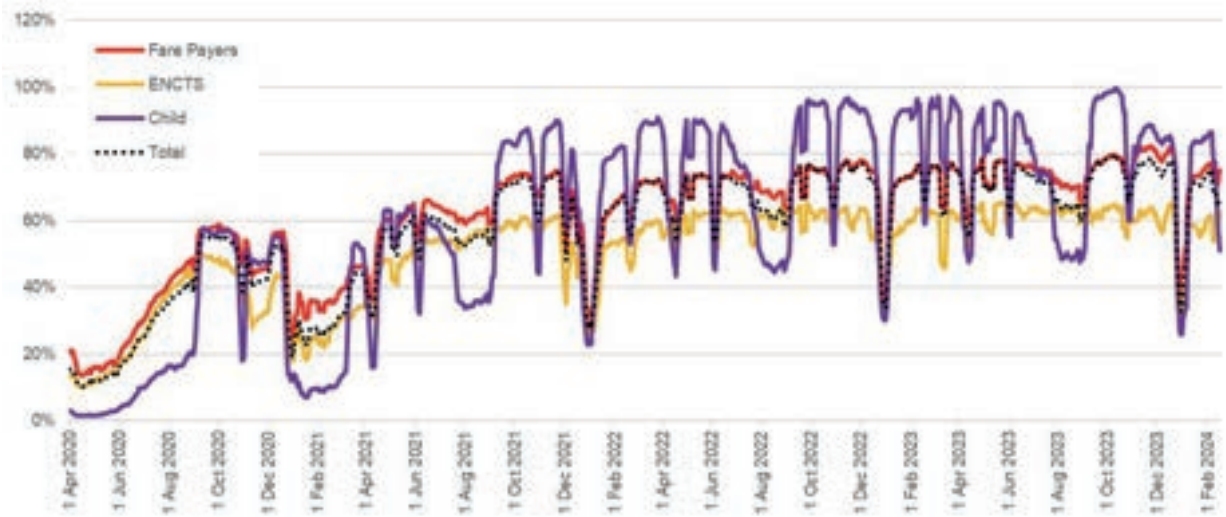


Figure 20: Public Transport Tracking - Percentage of Pre-Covid by Customer Group

Patronage decline has been most significant among English National Concessionary Travel Scheme (ENCTS) pass holders. Figure 20 in particular shows the continued decline in ENCTS passengers, which had only recovered to just under 60% of pre COVID levels in 2021 and has since climbed to 65% at points during 2023 but remains significantly below the other customer groups driven by the lower return of senior travel.

The Bus Review found evidence that the decline in ENCTS patronage has been driven by local and national changes to pass restrictions (such as the end of local enhancements to extend the duration of pass acceptance) but also the increased retention of private vehicles by older people and increased levels of physical activity. This is also in part due to changing travel habits (e.g. getting shopping delivered rather than going to the shop) and the lasting effect of the public health concerns associated with using public transport during the pandemic. The DfT's Bus Statistics (Table Bus01g) shows that in absolute terms, the level of patronage of elderly and disabled concessionary travellers on buses in South Yorkshire has dropped from 22.3m passengers per year in 2019/20 to 14.2m in 2022/23 (a 36% reduction). This is similar to the trend in West Yorkshire, but a higher percentage reduction (by 10%) of that of Greater Manchester and the Liverpool City Region. Overall elderly and disabled concessionary travellers in South Yorkshire as a proportion of the total bus patronage has dropped by 5% in the same period.

Town and City Centre Footfall

The changes to bus patronage will have a link to the activity recovery in town and city centres. Figure 21 shows the changes to footfall since 2021/22 in the four urban centres of South Yorkshire. This shows that there has been an overall increase in town and city centre footfall in all towns and cities since 2021/22 (since 2022/23 for Sheffield), the rates of increases in Barnsley and Doncaster are slowing with a slight reduction in footfall between 2022/23 and 2023/24 in Doncaster city centre. A slowing trend in footfall increase correlates with the slowing recovery in bus patronage since 2020/21. To counteract this, and to drive economic growth, funding has been allocated to urban densification which is intended to increase footfall in urban centres.

Footfall Changes

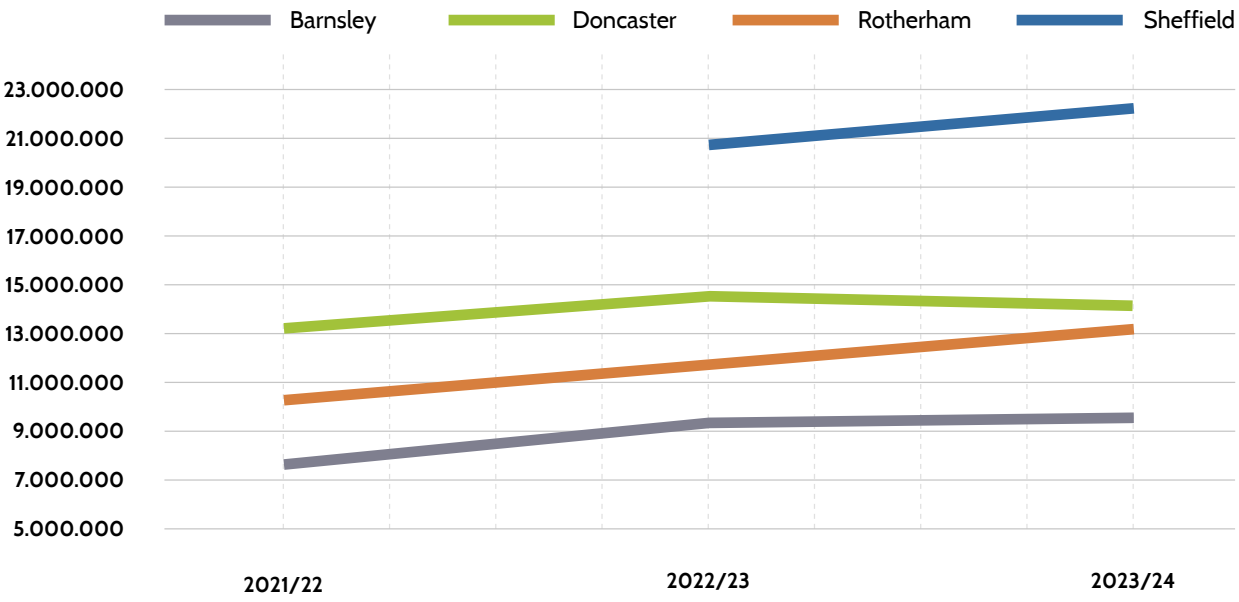


Figure 21: Town and City Centre Footfall Changes (note data for Sheffield for 2021/22 is not available; 2022/23 data for Sheffield is based on the 2022 calendar year)

National Comparison

Patronage decline is not an uncommon trend with the trend in South Yorkshire following that of the national average for England, as shown in Figure 22. More specifically, this is also the case for metropolitan areas outside London as shown in Figure 23, such as West Yorkshire and Tyne and Wear local authority areas, although the decline in South Yorkshire has been steeper. Both Figure 22 and Figure 23 show that since 2019/20, patronage is recovering in all areas; however, this is still well below the patronage of 2019/20 and the rate of recovery in 2022/23 slowed relative to 2021/22.

(Note that the figures may differ slightly for South Yorkshire from those shown in Figure 19 due to different data collection regimes between the information received by SYMCA from the bus operators and that published by the DfT). It is also worth noting that bus use in London had been falling for six years too (2014 – 2019[4]).

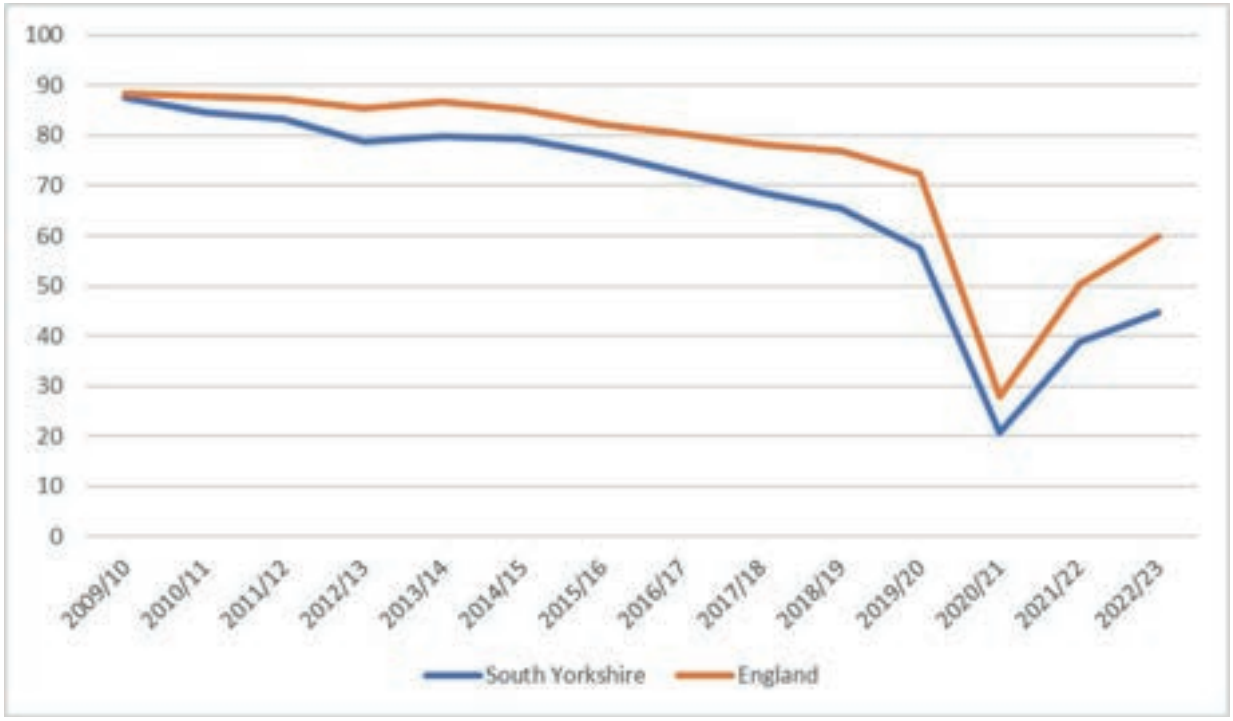


Figure 22: Passenger journeys per head of population, South Yorkshire and England[11]

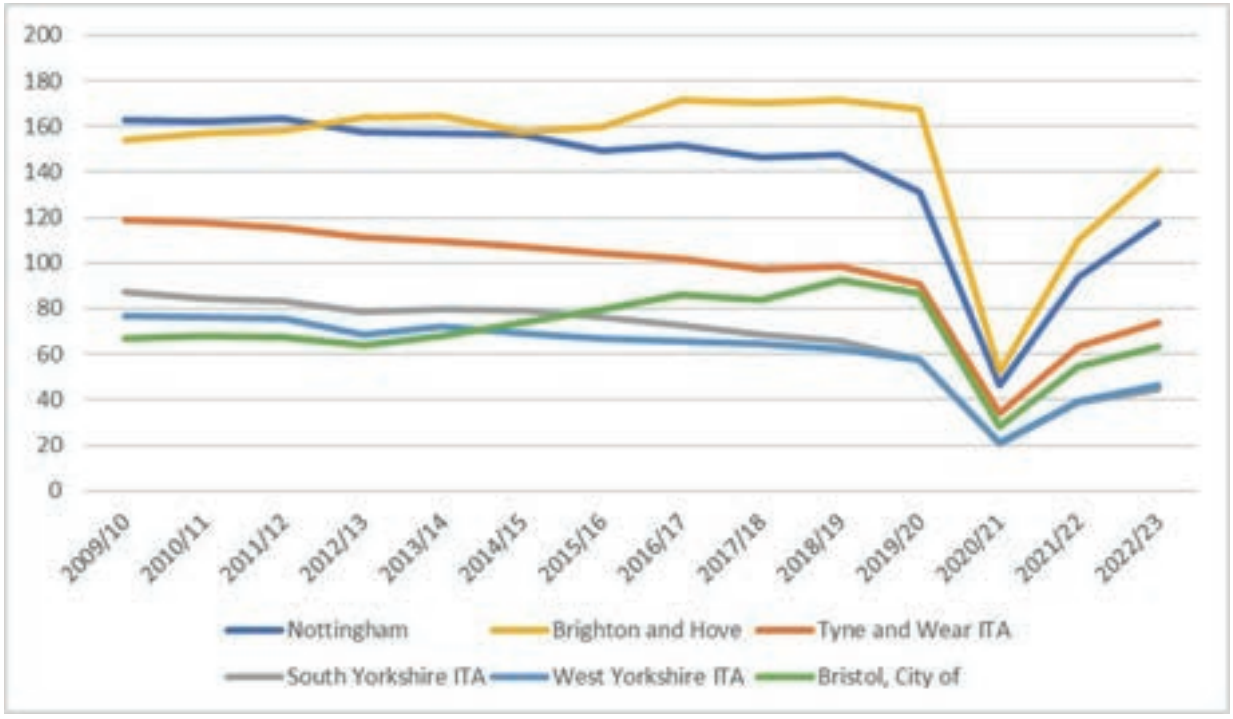


Figure 23: Passenger journeys on local bus services per head of population by Local Transport Authority since 2009/10[12]

Part of the reason for the longer term declining trends is that buses in South Yorkshire are significantly more likely to be used by groups who may be considered socially disadvantaged, including those on low incomes, those who do not work full-time and those without access to a car. Many of these groups continue to use the bus even when subjected to a long and inconvenient journeys and these individuals, who are often vulnerable low-income populations living in sub-urban and rural communities, would therefore be most heavily impacted by the cuts to services that may result from a continued decline in demand. The spiral of patronage decline supports the need to intervene in the bus network to create the conditions for the growth in bus usage that will be necessary to enable the MCA to meet its wider environmental, economic and social goals.

Customer Satisfaction

Increase Customer Satisfaction

Opportunity to:

- raise customer satisfaction levels
- act on customer priorities which have been indentified as reliability, service frequence and cheap fares
- improve safety on and around the network

In the recent 2023/24 SYMCA Annual Travel Survey[13] results just over half of bus users (51%) report they are satisfied with local bus services, whilst for all respondents this falls to 2 in every 5 residents (40%). Satisfaction is higher among those living in Barnsley at 56% compared to 36% elsewhere. Respondents aged 25-44 are less satisfied at 31% compared to 44% for other ages and disabled residents are more satisfied (48%) than non-disabled (36%).

Around 2 in 5 bus users (44%) are satisfied with the punctuality of bus services (arriving on time). Half of bus users are satisfied with how long they have to wait for a bus whilst satisfaction with value for money is 56%.

Residents within South Yorkshire said that bus services are the biggest area for public transport improvements with 61% agreeing that some sort of improvements are needed and nearly two in five (38%) feeling major improvements need to be made.

The top three improvements listed for bus services were:

- Better reliability / punctuality (35% of respondents)
- More frequent services (34% of respondents)
- More evening services (16% of respondents)

Significantly, the main improvements needed were the same as in the previous 2022/23 survey[14] where 73% said they would use buses more if the improvements were made. These three top improvements also appear in the same order in other feedback from the residents of South Yorkshire.[15]

Almost half of bus users said they travel by bus because they have no other option, with 65% of these citing that they do not have a car. The bus plays a critical role in enabling sustainable travel, supporting growth, and ensuring good quality of life for residents. The bus is most used by residents for shopping (42%), especially for respondents aged sixty-five and over, for leisure purposes (43%) again particularly for people aged 65 and over and for travelling to and from work (36%) especially for residents aged 16-24.

The survey also revealed that 57% of respondents are regular bus users (i.e. at least monthly), 17% infrequent users and 25% non-users. Nearly two out of every three bus users (65%) also use the train, and more than half (56%) use the tram. People aged 25-34 are less likely to use the bus than other age groups,

employed respondents are less likely to be bus users than people not in employment and men are slightly more likely to be a weekly bus user than women.

Fair Deal for Buses Campaign

In 2023, the Mayor conducted his Fair Deal for Buses campaign. During this campaign he met with South Yorkshire residents and attended 24 drop in sessions to hear first-hand the impact that poor transport connectivity has on people's lives. Over 320 comments were recorded and analysed to see what the key issues were. As shown in Figure 24, over half of the comments recorded relates to issues regarding reliability (30%) and service frequency (25%), highlighting their relative importance to customers.

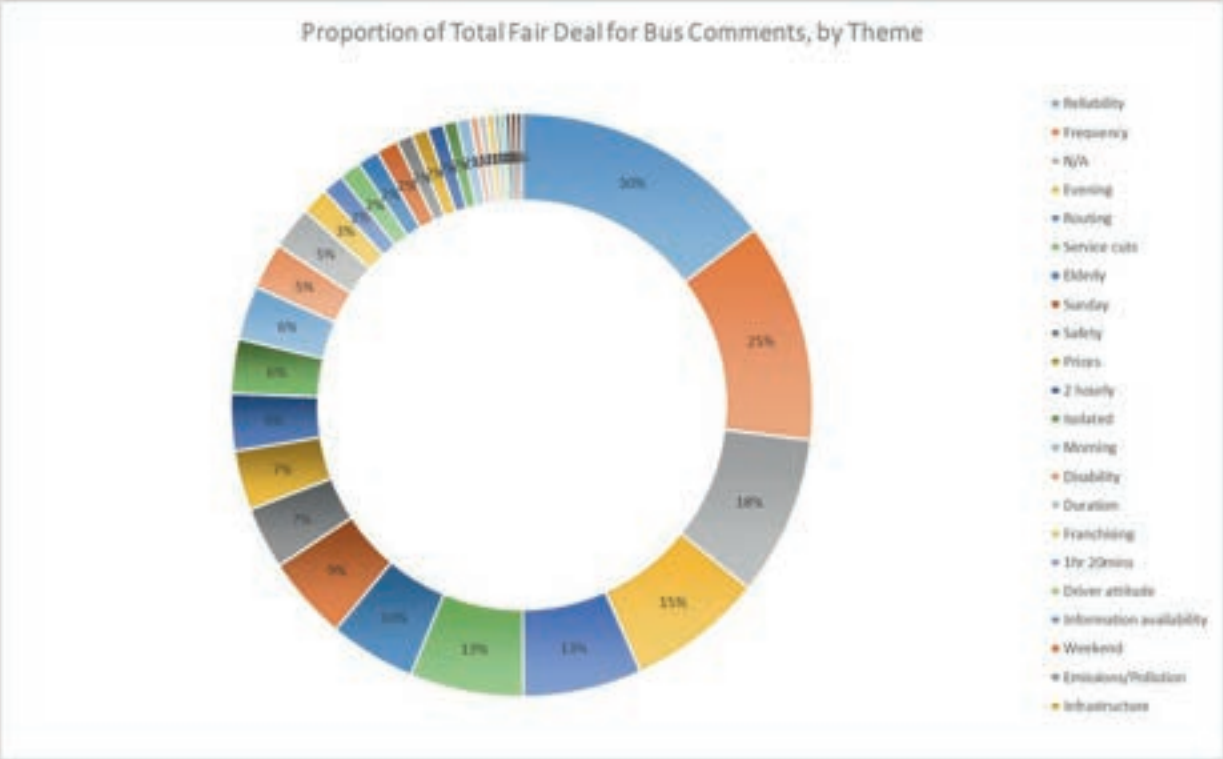


Figure 24: Fair Deal for Buses Feedback

Safety and accessibility

As part of a Mode Shift Behavioural Change Pilot research undertaken by DJS Research for the MCA in early-2024, a programme of focus groups and community engagement to examine how to achieve mode switch to public transport (as well as increasing active travel levels) was undertaken. This included regular users of public transport as well as non-users of public transport. While the overall sample size was very small (ahead of a larger research project), the research highlighted several issues that affect the perception of bus use, including from a safety perspective. In comparison, trams are seen in a much more positive light, and generally felt like a safer option.

Common issues highlighted regarding bus use included feelings of fear, intimidation and general discomfort and while this was mainly related to the behaviour of other passengers, it also noted that buses were commonly seen in a negative light due to the experience once travelling. These issues were more prevalent among bus users with accessibility needs as well as those with young children. This follows

into one of the barriers against using bus services, with people deciding not to use bus services having experienced or heard about previous bad experiences leading to residents feeling unsafe.

Physical and psychological capabilities were also cited as barriers, with people not having a level of fitness including being able to get to/from bus stops is a barrier for some people, as well as having to stand at bus stops (if required). There were also concerns raised about the ability to get to the front of the bus in time to exit, as well as being able to access the bell, especially on busier services. Improvements to the waiting environment at stop and in our interchanges, particularly during the hours of darkness are one of the ways we can improve the feelings of safety for customers whilst travelling on our bus network, as well as improvements to lighting, shelters, information, seating.

Reliability

As noted in earlier, 35% of respondents noted that punctuality and reliability are one of the key improvements passengers wish to see on the network. Reliability has worsened significantly since the Covid-19 pandemic, with 96% of services operated in the year ending March 2022 (equivalent to one in 25 services being cancelled), in comparison to 98 to 99% in the years preceding the pandemic (see Figure 25). This has increased to just over 97.5% more in the year ending 2022/23. In combination with poor punctuality, this has adverse social impacts, such as passengers being late to work or education or being unable to access educational and employment opportunities in the worst case. It also serves as a further incentive for mode shift to cars even where bus services are available.

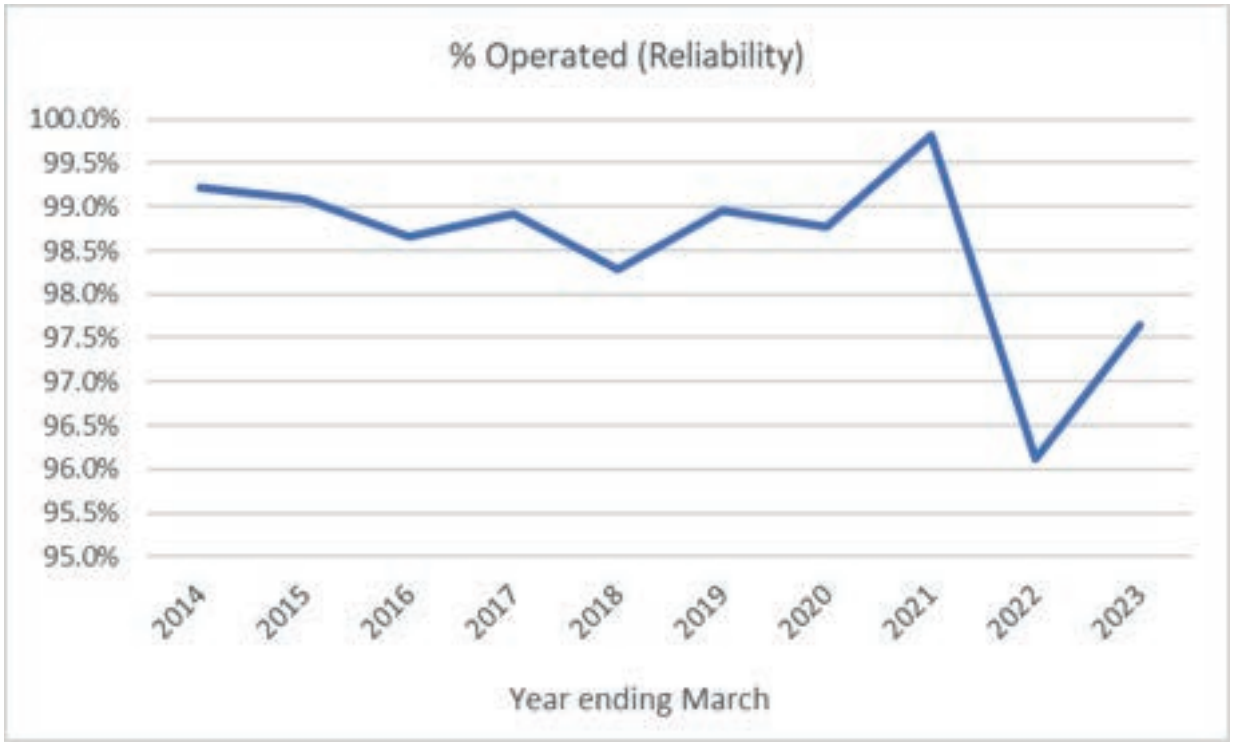


Figure 25: Percentage of bus services operated (reliability)[16]

Reliability by district is shown in Figure 26. Generally, this shows that reliability of bus services in Doncaster is slightly higher than the other Districts and while reliability in Barnsley dropped significantly more than the other Districts in 2021/22, largely due to an industrial dispute, it has recovered to a similar (and slightly higher) level than Sheffield.

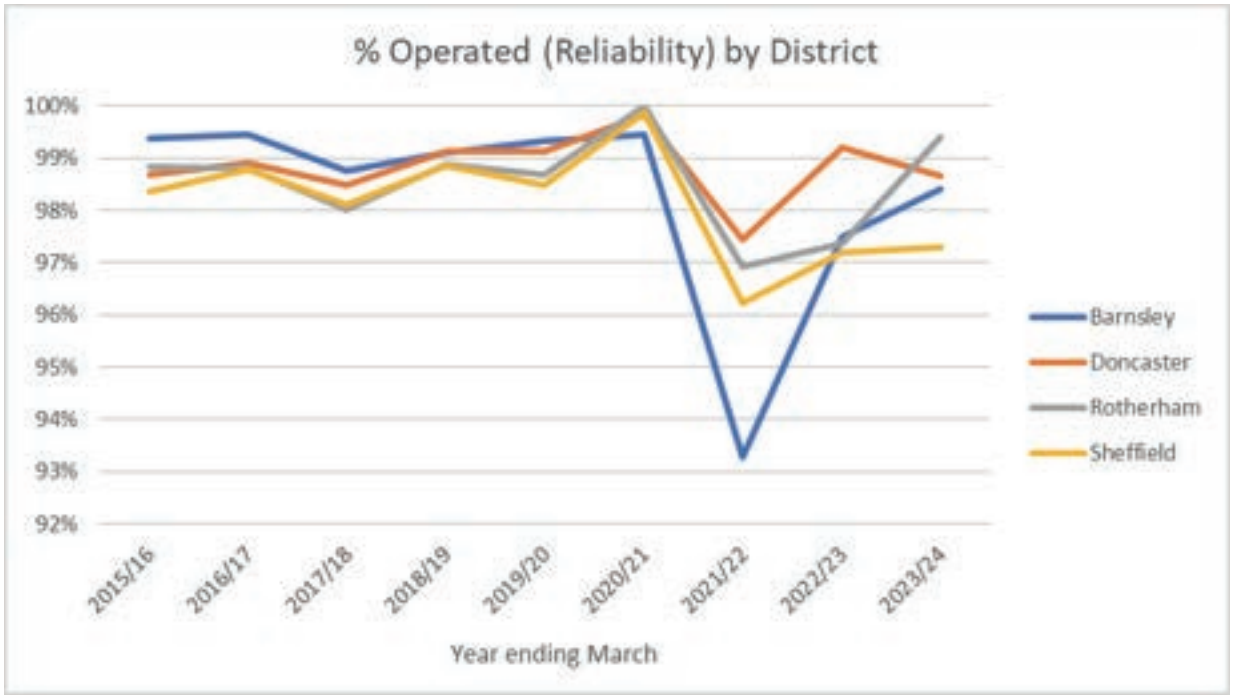


Figure 26: Percentage of bus services operated (reliability)[17] by District

The poor punctuality of bus services in South Yorkshire has been linked to the paucity of bus priority measures in the region, combined with traffic congestion from growth in private cars over time which are both becoming more severe and becoming more difficult to predict as it is no longer confined to traditional peak periods. This is shown on Figure 27 and by district on Figure 28.

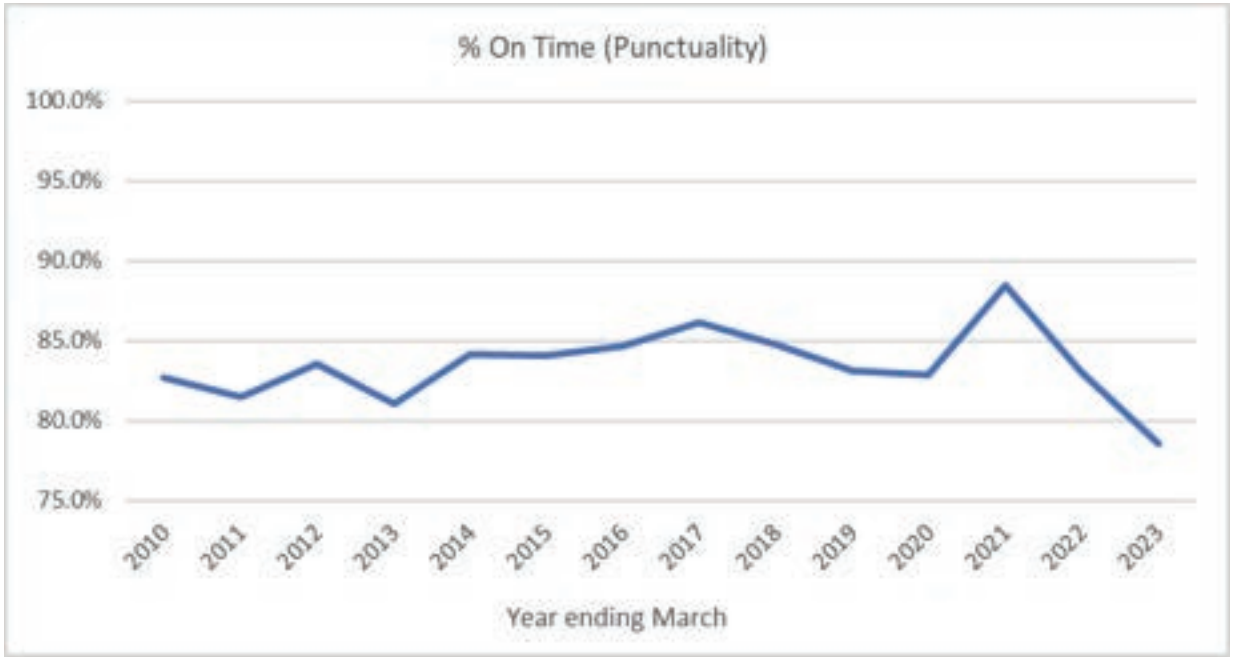


Figure 27: Percentage of bus services on time (punctuality)

Punctuality by district is shown in Figure 28, however it is worth noting that punctuality in a district, may be impacted by upstream punctuality issues. Since 2021/22 punctuality has generally followed a similar trend across all four Districts. However, it is currently between approximately 78% in Doncaster to 81% in Barnsley, showing that there are significant improvements to be made to punctuality across all of South Yorkshire.

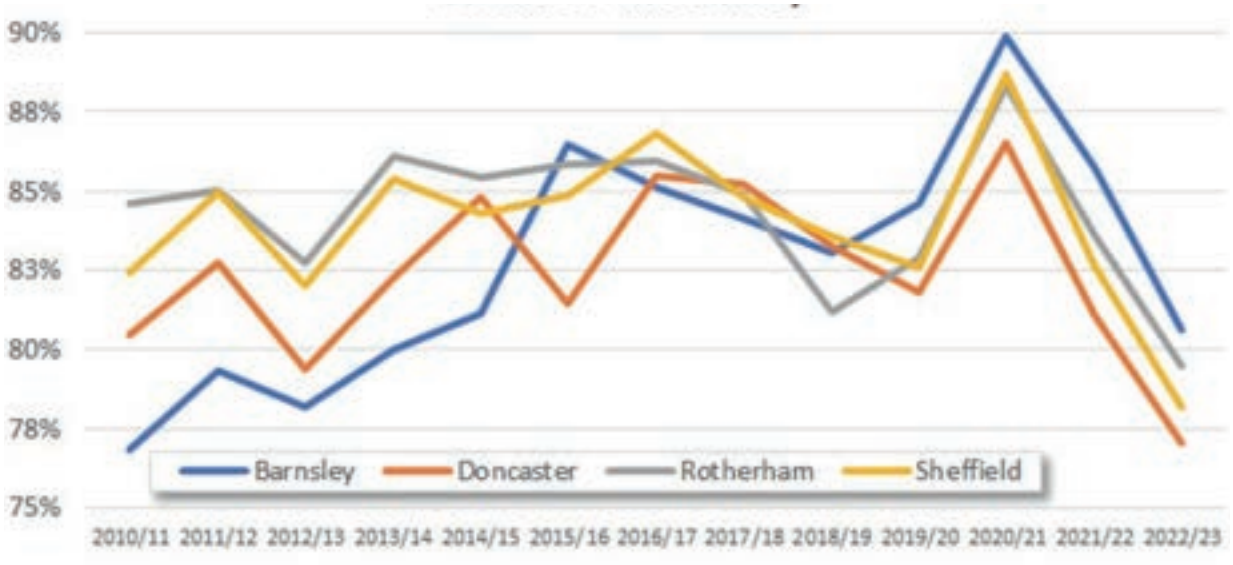


Figure 28: Percentage of bus services on time (punctuality) by District

Contributing factors to both poor punctuality and reliability are:

- Driver recruitment/retention – this is an industry wide issue not just specific to South Yorkshire with drivers with problems due to competition from other sectors, i.e. HGV delivery driving paying a more competitive salary. However, the MCA is taking positive steps towards resolving this issue through its involvement in the Route to Success programme (Route to success - Realise (realisetraining.com))
- Fleet age and maintenance – the average age of the fleet South Yorkshire is currently around 8.5 years, just above the national average of 8 years. There are also issues with supply chain and skills shortages. This leads buses not being available or breaking down in service, impacting on reliability. There is also a very low level of zero or low emission buses in the fleet, with under 2.3% being full zero-emission buses and 4.5% being enhanced environmentally friendly vehicles (EEVs). Over 36% of the current fleet are of a Euro V standard or older.
- Lack of bus priority measures, as well as traffic congestion increasing, in part due to poor highways management, is leading to poor punctuality of services.

Journey Times

Linked to punctuality and reliability, although journey times are relatively short compared to other modes, they have been increasing on the South Yorkshire bus network. While punctuality can be managed through adjustments to timetabling, increasing journey times will continue to have a knock-on effect on bus network performance and contribute to declining patronage. The key cause of increasing bus journey times is congestion on the network, coupled with a lack of bus priority on key corridors and poor management/enforcement of existing bus priority (e.g. parking in bus lanes).

Journey times for specific key corridors in each of the four South Yorkshire districts have generally increased between 2021 and 2023 in both the inbound and outbound directions for the four key towns and cities. A summary of the journey time changes is shown in Table 8.

District	Corridors Included	Inbound	Outbound
Barnsley	7	+0.32 mins	+0.19 mins
Doncaster	5	+0.92 mins	+1.01 mins
Rotherham	3	+1.14 mins	+1.15 mins
Sheffield	8	+0.62 mins	+1.13 mins

Table 8: Average Journey time changes 2021 to 2023

Comparing across districts and noting that the lengths of the relevant corridors analysed varies, services operating on the corridors selected in Barnsley have seen the smallest increase in journey times when compared to the other districts. Specific findings from each of the districts are set out below however some of these figures have been impacted by TCF works to deliver bus priority:

- Barnsley – average journey times for the routes selected is the lowest of all four districts.
- Doncaster – journey times increase between just under half a minute to 1.4 minutes in the inbound direction and from 0.25 minutes to approximately 1.6 minutes in the outbound direction. The maximum increases are on the Bawtry Road corridor in the inbound direction and the Balby Road corridor in the outbound direction.
- Rotherham – on the selected routes, the maximum increase in journey times is 1.82 minutes the A631 inbound corridor and 2.32 minutes on the A6178 outbound corridor.
- Sheffield – generally in Sheffield in the inbound direction, journey times generally have increased by less than one minute. In the outbound direction, the maximum increase in journey time is 4.8 minutes on the Attercliffe Common corridor, with journey times having increased by over 2.5 or three minutes on three other corridors.

[1] SYMCA – Data Intelligence Hub. Data sourced from weekday (0700-1900) cordon counts undertaken on behalf of the MCA.

[2] Source: Travel Time, API, 2023. ONS, Census 2021

[3] Source: Travel Time, API, 2023. ONS, Census 2021

[4] Metro Dynamics, Transport and productivity in South Yorkshire (2023)

[5] South Yorkshire Bus Review, p.58

[6] DfT Bus Stats Table Bus02d_mi

[7] Patronage compared to thirteen periods to Period 12 2019/20

[8] SYMCA Annual Travel Survey 2022 – representative sample of 1,200 residents

[9] Source: DfT

[10] SYMCA Annual Travel Survey 2022 - representative sample of 1, 200 residents

[11] Passenger journeys on local bus services per head by local authority: England, from 2009/10 (Table bus 01f), Department for Transport

[12] Passenger journeys on local bus services per head by local authority: England, from 2009/10. (Table bius 01f), Department for Transport

[13] SYMCA Annual Travel Survey 2023/24 – representative sample of 1,200 residents

[14] SYMCA Annual Travel Survey 2022/23 – representative sample of 1,200 residents

[15] Shape the Future of Supertram survey 2024 includes a bus improvement question

[16] MCA annual performance data

[17] MCA annual performance data

Section 3 – Our Delivery Achievements from 2021 to 2023/24

Since the submission of our initial BSIP in 2021, we have made progress in delivering several improvements to the region's bus system. In this section we take a brief look back to our delivery achievements from 2021 to 2023/24, many of which were delivered using alternative funding sources to the initial BSIP funding.

As we set out earlier in the document, the region's buses have increasingly relied on public sector support to protect the base network across the region. Our BSIP phase 2/3 funding has therefore been targeted on protecting the network in the short term, whilst we have drawn on other funding sources to deliver packages of measures to further improve the system. A detailed breakdown of baseline spending is set out in the previous section covering both revenue and capital budgets, and projects funded from government and LTA sources.

Putting People First

Putting People First			
All Districts	Enhanced Partnership	Established an Enhanced Partnership in April 2022 to progress the delivery of our BSIP ambitions	2022
All Districts	Bus Passenger Promise	The introduction of the Bus Passenger Promise (Passenger Charter) agreed by the Enhanced Bus Partnership. Inc. "Last Bus" Taxi Promise.	2024
All Districts	Service changes limited to twice per year	To reduce the confusion and inconvenience caused to customers, through frequent service changes	2022-2024
All Districts	Developed a new forum for passenger representation	The EP forum is independently chaired by Bus Users UK and meets every 2 months. Membership is drawn from bus users, representatives of people with disabilities, large employers, operators and Councils, as well as SYMCA officers. These meetings commenced following the approval of the Enhanced Partnership in 2022.	2022 onwards

We recognise that for too long, the needs of passengers have not been fully met. Our Enhanced Partnership was formalised in April 2022 following the submission of our initial BSIP, with the task of delivering the commitments in our BSIP. The EP structure includes a decision-making Board, which is supported by the EP Forum. The Forum has been designed to represent the voice of passengers in the decision-making process and includes representatives from bus user groups, Disability Sheffield and local businesses.

The EP scheme contains the specific, timebound actions that the partnership has committed to deliver to make the system better for passengers. As the EP

scheme is a legal document, the activities it contains were limited to those that had funding in place at the time of writing, therefore additional activities have been delivered outside of this Scheme.

The initial EP scheme came into effect on 1 April 2022 and has been subject to two formal variations. The current EP Scheme is available on the SYMCA website under the South Yorkshire Enhanced Partnership pages here. A summary of the progress made against delivery of the formal Enhanced Partnership Scheme commitments is set out in the appendix, however we cover all our delivery achievements in the remainder of this chapter.

One of the most significant initiatives to be delivered by the Partnership, was the development of the South Yorkshire Bus Passenger Promise, which places the customer at the heart of the work of the EP. Key components of the Bus Passenger Promise are now well established, including limiting fare rises to once a year, service changes to twice a year, a last bus taxi promise, and a range of other measures relating to vehicles, accessibility, information and ticketing.

The Bus Passenger Promise also contains long term commitments that the EP has signed up to deliver. These commitments include a 95% punctuality and 99.5% reliability targets and improved customer experience through live tracking information and ensuring all new buses are fully accessible with fitted audio-visual stop announcements.

To increase visibility, the Bus Passenger Promise is available to members of the public on the Travel South Yorkshire and SYMCA websites and on the websites of the larger operators in the region.

The Bus Promise (Appendix 2) covers all stages of the bus journey, from planning your trip, to using the bus, and to providing feedback after your journey, to help build back confidence in our bus system.

The 2023 Transport Focus "Your Bus Journey" survey found an overall level of satisfaction with bus services of 81%, higher than most other urban metropolitan areas, which is a significant achievement given the relative levels of funding available. The results for some aspects, particularly satisfaction with bus drivers, were even higher at 87% indicating that the initiatives delivered so far are having a positive impact.

A review of the EP Scheme (and EP Governance) was initiated in late 2023, including an update to the commitments and ambitions. This review has been superseded by the requirement to refresh the BSIP by June 2024, so a revised EP Plan and EP Scheme should follow the BSIP Refresh in late 2024 / early 2025.

Better Connected Communities

Better Connected Communities		
All Districts	Transport Innovation Fund	An MCA fund established to support the delivery of interventions to address connectivity issues across the region, including development of Demand Responsive Travel (DRT).
All Districts	Network Stabilisation	A significant increase in the funding for tendered services to mitigate commercial network reductions

In early 2024, SYMCA identified funding to deliver three pilot Demand Responsive Transport projects in Doncaster , Rotherham and Sheffield as well as funding to support a new DRT service in Stocksbridge, which will be delivered in the next 12 months. See Section 4 for more details.

In the last two years the Enhanced Partnership has worked hard to stabilise the network against a backdrop of commercial service cuts. The commercial service network has reduced by 26% between 2022 and 2024, with commercial route miles dropping from approximately 27.67m miles to 20.39m miles. This has been mitigated by a significant increase in the funding for the tendered services network, from £11.89m in 2022 to £22.4m in 2024. This funding has largely been drawn from SYMCA reserves and an increase in the local authority transport levy, with support from BSIP and Bus Recovery Grant (BRG) funding.

Where possible, operators have sought to minimise cuts in commercial services, and in April 2024 have introduced some commercial service enhancements. SYMCA funding for tendered services has been applied using a robust and widely consulted (August 2022) set of criteria that prioritises non-statutory education services and services linking to employment relative to Sunday and evening services .

Safer and cleaner

Safer and Cleaner		
Barnsley	Interchange ASB reduction	Anti-social behaviour reduction measures instigated at Barnsley interchange. Including, classical music in Barnsley interchange.
All Districts	REACT Project	Implemented the REACT Project at 193 stops to improve the passenger experience for visually impaired passengers.
All Districts	Smart Bus Beacon	Smart Bus Beacon trialled at 50 stops to improve the passenger experience for visually impaired passengers.
SYMCA	Reanimation Project	Using art and creative practices to enhance the physical environment of Sheffield Interchange
Sheffield	Meadowhall and Sheffield Interchange runways	Improved passenger experience with a scheme of repairs and improvements to the surface and structure of the bus depot runway.
Sheffield	Meadowhall Interchange customer Service	Re-located customer services to a larger unit to provide a more welcoming entrance and storage for mobility scooters.
All Districts	193 Passenger Real Time information displays	A programme of replacement designed to improve customer facilities on street by providing Real Time information displays. Giving customers instant access to the latest bus service information.
All Districts	147 new shelters	A programme of shelter replacement and renewal
Sheffield	Halow Wifi trial	WiFi Halow system is being trialled at Sheffield Interchange and Arundel Gate

Tackling Anti-Social Behaviour (ASB)

SYMCA's Annual Travel Survey asked 1,200 respondents for their thoughts on safety when using the region's public transport system. When asked about their personal safety at our interchanges, only 78% of respondents said they were satisfied and 12% dissatisfied. By comparison, the personal safety satisfaction rating when using a train station is 83% and 86% when at a tram stop, indicating the satisfaction rating could be higher in our interchanges.

In response, SYMCA has been working with partners to identify and tackle anti-social behaviour across the regions public transport infrastructure. Improvements to reporting and data quality have been made and helped to focus the prioritisation of resources, including the allocation of Operation Civitas funding. Barnsley interchange had seen a sustained spike in reported incidents, which led to SYMCA working with partners South Yorkshire Police, Barnsley Metropolitan Borough Council, British Transport Police and bus operators, to make improvements to CCTV, the use of body worn camera footage and trialling the playing of classical music. The recent operation 'Graphite' has proven successful with 5 engagement stands interacting with over 250 members of the public, 62 stop and searches, 1 vehicle search. This culminated in 9 PSPOs, 4 breach of police bail statements and 6 arrests . The measures are working and have seen a 27% reduction in ASB in Barnsley interchange between March and April 2024.

Accessibility Improvements

In 2024 SYMCA undertook a research pilot using focus groups and community engagement, to examine how to achieve mode switch to public transport and increase levels of active travel. These sessions included individuals whose voices are seldom heard, including those with neuro divergency and the carers of children with a disability. We know from our research that passengers from these seldom heard groups can feel particularly anxious when travelling by bus and that perceptions of uncertainty were a key barrier to use.

To help create a sense of certainty when travelling by bus, SYMCA launched improvements to our real-time journey information so that customers can now see where they are along a journey on their mobile phones. This provides reassurance and builds confidence in passengers when travelling by bus through confirming their location throughout the journey. A further device, a Smart Bus Beacon, has been trialled at 50 stops, not served by Real Time information, that links to an ad-free, free-to-use smartphone application which links to the database for bus departure information and describes this information to service users. By improving the provision of information at stop, customers can feel more confident about their journey by giving a sense of control through enhanced information provision.

To help improve the experience for passengers with visual impairment, SYMCA launched the REACT Project. This project has sought to improve the experience of visually impaired service users who have access to a smartphone by announcing their proximity to the stop and generating a verbal description of all that is displayed on the Real Time Information display at the stop. This technology uses a smartphone application and Bluetooth and has been rolled out to 193 stops so far.

Reimagining Our Interchanges

Working in collaboration with Sheffield Hallam University (SHU), SYMCA launched the Reanimation Project in October 2022, aiming to bring to life Sheffield Interchange, which over the years have suffered from declining footfall, retail unit closures and slender capital investment. Our aspiration was to investigate making the interchange a more engaging, characterful facility, to improve the region's cultural offer and align to SYMCA's 'Pride in South Yorkshire' commitment. The Reanimation project aims to engage people in art and culture through every day, incidental creative reactions who may consume culture through conventional means, providing cultural enrichment to all.


450
SHEFFIELD


45048 HU
SHEFFIELD TRANSPORT DEPT.
1½d
ORD.
CHILD
RET.
01

SHU Students were asked to test creative practices to enhance the physical environment and improve the way people feel when travelling on public transport. The interchange became a blank canvas for the students to apply their knowledge and showcase their talent, contributing to an improved environment and therefore passengers experience. The pilot project took place in 2022/2023, engaged around 400 students from SHU and included theatre presentations, dramatisations, artwork installations, awareness surveys and poetry promotions. A decision has been taken to continue the project and expand it to other interchanges across the region.

Shelter and Interchange Improvements

SYMCA has also completed runway resurfacing at Sheffield and Meadowhall bus interchanges in 2023, to improve safety and comfort for passengers. We have also relocated the Customer Service desk area at Meadowhall Interchange to improve the sense of arrival. This makes the customer service area, larger, easier to find and more inviting. We have additional storage for mobility scooters which can be hired by customers with limited mobility.

Over the last two years SYMCA used Gainshare funding to install 147 new bus shelters and 193 new real time digital displays at bus stops across the region. These new passenger real time displays have been installed in key locations across South Yorkshire. SYMCA have fitted 4 Sheffield City Council funded battery powered state of the art displays on The Moor in the heart of Sheffield's Retail and Leisure service area. These are Low Power, Low Maintenance displays, which react to the ambient light to give excellent readability for users and have a text-to-speech button.

To improve real time tracking and the use of virtual trigger bus priority measures, a new WiFi Halow system is being trialled at Sheffield Interchange and Arundel Gate. This technology is an emerging standard, which provides a more secure connection for the real time displays within this area. This will reduce connectivity loss helping us to keep customers updated with the latest travel information.

Cheaper and Simpler Fares

Cheaper and Simpler Fares		
All Districts	£2 Fare cap	SYMCA introduced a £2 fare cap prior to the national scheme. (Nov 2022 to Dec 2022)
All Districts	Zoom Beyond 80p concession	Introduction of the Zoom Beyond 18-21 year olds concession for period June 2021 – Nov 2023.
Doncaster, Rotherham & Sheffield	Tap and cap capability	First Bus implemented a 'tap and cap' system across the network
All Districts	TSY Ticketing Retail App	TSY Ticketing Retail App
All Districts	TSY Online Live Departures improvements	Improvements to the Travel South Yorkshire online Live Departures Tool to develop one integrated source of information to plan journeys.
All Districts	Traveline	Revenue support to continue the provision of the Traveline service across South Yorkshire
All Districts	0800 Contact Centre number	A single and free dedicated customer 0800 contact centre number
All Districts	Social Media Management Tool	Software to improve the management of bus related social media interactions

Improvements to fares and ticketing

In November 2022 SYMCA introduced £2 fare cap on bus (and tram) two months prior to the national scheme commencing. SYMCA conducted market research to evaluate passenger awareness and response, between 09 September and 26 September 2023 inclusive. Whilst SYMCA funded the bus fare cap from 1 November 2022 to 31 December 2022, a total of 1.9m trips were made on bus at a cost of £884,000

Through our own market research, we found that eligible bus users that now opt for the £2 single journey fare are saving on average between 10p and 58p per journey however, we also discovered that awareness of the Fare Cap needs to improve. Overall, 42% are fully aware of the £2 single fare cap on buses, 6% somewhat aware and 52% are not at all aware. 59% of bus users are fully aware and 6% somewhat aware, compared with 28% of non-bus users that are fully aware and 5% somewhat aware. These figures indicate that with targeted marketing there is the potential to attract more passengers back to bus, which is something we propose to explore further in Section 5.

Preparations are taking place in anticipation for the expected end of the £2 fare cap concession. The operator First has equipped all its South Yorkshire fleet with Tap On and Tap Off readers and is implementing Tap and Cap for its own services at a cost of around £300,000. SYMCA undertook extensive modelling in 2023 to simplify ticketing and agreed the principles of a flatter single fare structure. This work builds on South Yorkshire's multi-operator ticketing products delivered through TravelMaster.

Through the EP, our operators have also introduced their own commercial fare for 18-21 year-olds at £1.50 following the withdrawal of the Zoom Beyond concession. This was previously a SYMCA-funded concession which unfortunately had to be withdrawn to help protect evening and weekend services. SYMCA also continues to retain the under 18's notified fare recognising the importance of affordable transport for young people.

Since 2019, Travelmaster customer ticket sales have been struggling to recover post-pandemic. Business to business sales however have increased from almost 39,000 in 2019 to over 80,000 in 2023/24, showing that demand for these types of products exists across the region. Sales have been increased by targeting local businesses to provide discounts for holders of TravelMaster smartcards. Travelmaster have worked with about 50 companies across South Yorkshire, including large employers like Sheffield College where over 1,000 adult annual tickets were sold in 2022, providing an effective way of encouraging mode shift Retail and Information Systems

SYMCA has developed a ticketing retail app which sells multi-modal tickets and will form the basis of a single source of ticketing for passengers. By providing a single source of ticketing for passengers, we are responding to the need to simplify ticketing for passengers.

Access to information is an important way of reassuring passengers about the status of their journey. In addition to improvements at stop, SYMCA have upgraded the access to real time passenger information by mobile phone through the Travel South Yorkshire website, by improving their TSY Live Departures Tool. This provides a better customer interface and more accurate vehicle tracking. The total investment cost £145k resulting in improved journey planning and real-time information sources, a mobile responsive website, the ability for users to see where their bus is on a map, where they are in real-time along a journey, the ability to bookmark their stop which is automatically refreshed and share their journey plans with other people.

SYMCA has continued to provide revenue support to provide the popular Traveline service across South Yorkshire. In 2023/24 Traveline colleagues answered 184,280 calls at a rate of 89.7% and processed 78,999 applications for travel passes, such as ENCTS passes and young persons' discount passes. SYMCA have also introduced a free, dedicated customer contact centre 0800 number, to make it even easier for customers to obtain travel information. We have also introduced new software to improve the management of bus related social media interactions. This allows us to track and ability to efficiently respond to customer needs and to identify trends and sentiment that we can use to inform future decisions.

Reliable Buses

Reliable Buses		
Doncaster	iPort bridge/DSA	Provided access to the iPort by public transport via a new bridge and highway link facilitating up to 7 buses per hour (55/56 bus service) via a bus gate along a camera enforced bus lane. The project also includes a segregated pedestrian and cycle bridge connection, providing improved active travel access between the iPort and the surrounding residential areas.
Doncaster	A630 Bus Priority Signalisation	Improvement of 15 junctions on a key link between Rotherham and Doncaster using the latest enhanced traffic signal technology, to provide flexible priority for buses potentially reducing delays by 30% - 60% without taking up road space.
Rotherham	A631 Maltby Corridor	Two sections of bus lane along the A631 Bawtry Road between Addison Road, Maltby and Denby Way, Hellaby (1.4km length).
Barnsley	Improving Bus Service Punctuality in Barnsley (Bus Hot Spots)	A package of interventions designed to improve bus punctuality and reliability by tackling points of delay by providing targeted and localised measures including road marking alterations and parking restrictions, to improve bus reliability and patronage.
Sheffield	Arundel Gate Bus Gate	Bus Gate on Arundel Gate as part of the transformation of Sheffield City Centre and the first phase of implementing a Public Transport Priority Box to provide bus passengers with more punctual and quicker journeys through the City. The Bus Gate also aims to improve air quality on this busy corridor within the city centre.
South Yorkshire	Realise Driver Retention Programme	As part of the Enhanced Partnership programme, South Yorkshire Combined Authority has partnered with the company Realise to attract people to bus driving.

In early 2024 a newly constructed bridge opened at the iPort Doncaster, which provides a dedicated bus lane connection and active travel link to a major employment hub. Access to the iPort by public transport and active travel modes was restricted from the north of the site. The project delivered a new bridge and highway link between West End Lane in New Rossington and iPort Avenue. The scheme facilitates up to 7 buses per hour (55/56 bus service) routed through the iPort via a bus gate along a camera enforced bus lane. The project also includes a segregated pedestrian and cycle bridge connection, providing improved active travel access between the iPort and the surrounding residential areas.

A package of interventions designed to improve bus punctuality and reliability by tackling points of delay has been developed and delivered in Barnsley. The Barnsley Bus Hot Spots programme provides targeted and localised measures including road marking alterations and parking restrictions to free up bus movement through the town. This rolling programme has been operational between 2022-2024 and we would like to extend this across the whole of South Yorkshire.

A project has been delivered on the A630 Doncaster to improve the reliability of bus services, through using signal technology improvements. The technology provides real time bus priority at 15 junctions along a key link road between Rotherham and Doncaster, using the latest enhanced traffic signal technology strategies based on Microprocessor Optimised Vehicle Actuation (MOVA M8) This project completed in December 2023 and our ambition is to ensure all South Yorkshire's key junctions benefit from this technology.

The Rotherham to Maltby bus corridor was highlighted as one of the least reliable corridors in South Yorkshire in 2019. Funded by the Transforming Cities Fund and Rotherham Metropolitan Borough Council, the construction of a new bus lane and extension of an existing bus lane aims to provide residents, students, employees and businesses in and around the Maltby and Hellaby areas with faster and more reliable bus services, particularly the X1, X7 and X10 services linking Maltby to Rotherham and onwards to Sheffield City Centre via Magna and Meadowhall.

Sheffield City Council have installed Bus Gates on Arundel Gate and Furnival Gate in Sheffield City Centre. The bus gates improve journey times for buses by reducing congestion along this major route and is the first phase of implementing a Public Transport Priority Box to provide bus passengers with more punctual and quicker journeys through the City. The bus gate on Arundel Gate was introduced as part of the implementation of the Clean Air Zone and aims to significantly improve air quality in this busy corridor within the city centre.

Addressing Driver Shortages

As part of the Enhanced Partnership programme, South Yorkshire Mayoral Combined Authority has partnered with the company Realise to attract people to bus driving. Their training programme, known as the Route to Success, has provided people with the skills and qualifications to join the workforce. Because of this programme, a total of 88 learners have completed training in South Yorkshire.

Driver retention has also been a key focus for operators, with significant above-inflation pay awards in both largest operators, having reduced turnover both for drivers and other skilled professions such as vehicle engineers. This has helped to transform the driver availability situation in the region, with operators now reporting zero shortages for drivers in most areas, and fewer shortages in mechanics. While a key success, it is important to recognise that wage increases to retain drivers (alongside fuel and vehicle cost inflation) have increased the costs of providing bus services. This inevitably has had an influence on the overall financial sustainability of the system discussed in section 1.4 of the BSIP.

Healthier Buses

Healthier Buses		
Sheffield	Procurement of 4 City Connect electric buses	A fleet of electric single decker buses serving the Sheffield Connect city centre shuttle service transporting customers around key destinations within Sheffield City Centre for free.

We have introduced four EV buses on the Sheffield City Centre Connect service in April 2024, which provides a completely free service in Sheffield City Centre transporting passengers between major transport, retail and employment sites. The service operates on two routes seven days a week up to every ten minutes within the Clean Air Zone, therefore making a positive impact on emissions.

Section 4 – Improvements Programme for 2024/25

In this section we outline our bus improvement delivery programme for 2024/25. This encompasses projects that are being delivered using known BSIP funding, plus other budget sources e.g. TCF, CRSTS, etc.

BETTER CONNECTED COMMUNITIES

BSIP and Transport Innovation Fund (TIF)		
All Districts	Network Connectivity	Maintenance of existing level of service on the region's bus network following commercial service withdrawal using SYMCA's BSIP allocation.
Doncaster, Rotherham, Sheffield	Introduction of pilot DRT service	The delivery of three Demand Responsive Transport Pilots Doncaster, Rotherham and Sheffield.

Improved Network Connectivity

We know that a reliable, efficient, and affordable transport system is a crucial driver of economic growth, as well as reducing social exclusion, which delivers health and wellbeing benefits. Following the withdrawal of several previously commercially operated routes, SYMCA stepped in to maintain an existing, base level of service for passengers. As outlined in Section 2, South Yorkshire lags behind our neighbouring authorities in terms of connectivity, which is impeding our economic growth, therefore our immediate priority remains the maintenance of the network and is why we have allocated all our £7.82m BSIP allocation to this activity.

Demand Responsive Transport (DRT)

A one-off Transport Innovation Fund (TIF) was established by the Combined Authority in August 2023, to support innovative transport projects in South Yorkshire. The fund aims to support the delivery of one scheme per Local Authority area, targeted on addressing their most pressing transport issues. In January 2024 the MCA approved the development of three DRT schemes for the region in Doncaster, Rotherham and Sheffield aimed at addressing some of the connectivity challenges we face across the region, particularly in rural areas where the passenger numbers do not sustain, frequent, timetabled services. Work is progressing on the development of these schemes in 2024/25, which are estimated to absorb around £1,350,000 of the total TIF funding.

BETTER CONNECTED COMMUNITIES AND RELIABLE BUSES

Transforming Cities Fund (TCF) and CRSTS

SYMCA and its partner local authorities have made significant progress in delivering projects funded under the TCF and CRSTS1 funding programmes that will deliver benefits for the region's bus system. These schemes are at various stages of development design and construction. We have outlined those that are due to complete in 2024/25 and those that are part of the continuing programme for delivery and are due to complete in 2025/26 and 2026/27. We have taken this approach as these schemes all have funding allocated to their delivery.

SYMCA bus schemes that are due to complete in 2024/25		
Other bus infrastructure	Parkgate Link Road	To deliver three key interventions on, or adjacent to the A633 corridor which when combined are designed to relieve congestion on this key arterial public transport route.

SYMCA bus schemes in development or mid-construction during 2024/25		
Scheme Category	Title of scheme or proposal	Additional description (optional - 60 words max)
Bus priority infrastructure	A61 Wakefield Rd- Barnsley Corridor	To provide road widening at two locations along the A61 Corridor in Barnsley, to reduce congestion and improve bus journey times along the route. Proposals include widening the existing Old Mill Bridge to provide a new five-lane arrangement, including a designated southbound bus lane. This will increase traffic capacity on the bridge and provide an opportunity for future active travel provisions with both footway widths increased to 3m across the bridge for potential shared footway/cycleway use.
Bus priority infrastructure	A628 Bus and Active Travel priority corridor - Barnsley	The proposed scheme is a Bus / Active Travel priority scheme with mitigation for Local Plan developments along the A628 Pontefract Road corridor leading from Barnsley Town Centre to Shafton and will provide the infrastructure for work identified in the Bus Service Improvement Plan (BSIP). The focus of this scheme is to reconfigure existing roundabouts along the route to remove existing bottlenecks and to provide additional capacity for buses and to provide improved crossing / cycle facilities
Bus priority infrastructure	A635 Quality Bus Corridor – Bus Rapid Transit - Phase 1 - Barnsley	The Barnsley-Doncaster Quality Bus Corridor (BRT) starts at the Stairfoot Roundabout junction, extends North up Grange Lane to include the Cundy Cross junction, South-East along Wombwell Lane to Netherwood Roundabout and West along Doncaster Road to the Alhambra Roundabout. A corridor length of approximately 7.2km. The proposed BRT scheme aims to support economic growth through investments at key junctions which focus on reducing current and forecast congestion, improving bus journey time reliability and widening sustainable travel opportunities.

Bus priority infrastructure	Royston Active Travel and Bus Priority Measure scheme - Barnsley	Provision of infrastructure mitigation required to deliver 2 major Mixed Use (employment / residential) sites allocated in the Local Plan. MU3 and MU5 – which have been approved in the Royston Masterplan. The scheme will provide mitigation at several local junctions; provide active travel routes and an alternative bus priority route into the town centre. This project is feasibility work only.
Bus priority infrastructure	Cleveland Street Junction Bus Priority Improvements- Doncaster	The project will provide a redesign of Cleveland Street Roundabout, an off-road segregated cycleway and footway along A6182 White Rose Way and a toucan crossing. The project will also see the revision of a junction, replacing a roundabout where no bus prioritisation is possible and where congestion is an issue, with a Microprocessor Optimised Vehicle Actuation (MOVA) controlled signalised junction prioritising bus movement.
Other bus infrastructure	Mexborough - Transport Network Sustainable Improvements - Doncaster	Will reallocate space within the existing highway layout along Greens Way to provide a new active travel corridor and provide a sustainable alternative to the private car. The transformation of Greens Way from bypass to town street will provide a more attractive journey for pedestrians and cyclists giving each mode space. The route will be lined with street trees and give active modes a much safer environment for vulnerable road users. The existing dual carriageway will be converted to a standard 7.3m carriageway and a new signalised junction created to provide vehicular access onto Station Road (North) and Bank Street, to allow bus services to access the town centre. The signalised junction will include traffic signal bus priority measures which will allow the buses to enter the town centre more efficiently. Toucan crossing facilities will also be incorporated to provide safe crossing provisions for both pedestrians and cyclists across Greens Way.
Bus priority infrastructure	Shaw Lane Bus Lane and East Doncaster Passenger connectivity	Widening of highway to create a new bus lane and resolve a significant bus and congestion pinch point. Identified by Operators as a significant issue for service quality and reliability. The East Doncaster Passenger Connectivity element of the scheme is for Phase 2 of the West Moor Link A18-A630, to deliver essential connectivity improvements along the A630 between junction 4 of the M18 motorway to the A18 (Thorne Road) and between the A19 and A630 Wheatly Hall Road, providing active Travel Routes, bus priority measures and road capacity improvements.
Bus priority infrastructure	Rotherham East Cycle and Bus Priority Corridor	The overarching aim of the project is to promote active travel and bus usage along key corridors and to implement traffic management measures to create low traffic neighbourhoods in Rotherham. The scope of the project covers the study area along Fitzwilliam Road, at St. Ann Roundabout and the neighbourhoods of Eastwood and Herringthorpe. Key deliverables to include provision of bilateral unidirectional cycleways, new bus lanes and associated improvements to junctions and crossings, visible priority for buses, improved cyclist and pedestrian shared-use paths and crossings and implementation of traffic calming measures.

Other bus infrastructure	Broom Road Wickersley Extension Corridor- Rotherham	The scope of the project covers the study area along Broom Road, Wickersley Road, at Stag Roundabout and the neighbourhood of Moorgate. - A6021 Broom Road Cycleways (extension) – provision of 2x bilateral unidirectional cycleways and bus priority measures along Broom Road between the Broom Road / Fraser Road priority junction and Wickersley Road, as well as associated improvements to crossings and junctions. - Wickersley Road Sustainable Travel Corridor – provision of 2x bilateral unidirectional cycleways and bus priority measures along Wickersley Road between where Broom Road changes into Wickersley Road and Brecks Roundabout, as well as associated improvements to crossings and junctions. - Stag Roundabout Improvement – provision of segregated cycle routes and controlled crossing facilities on each arm of the roundabout. These facilities will connect into the new cycle routes that are proposed on the A6021 Wickersley Road arms of the junction whereas transitions onto the carriageway will be provided onto the northern and southern A6123 arms.
Other bus infrastructure	Ickles Roundabout Improvements- Rotherham	Works to improve bus journey times and reliability at a critical point on the bus network, as well as delivering improved active travel crossings.
Other bus infrastructure	South West Corridor- Sheffield- Abbeydale Rd, Ecclesall Rd	The scheme aims to improve public transport connectivity along the Abbeydale Road and Ecclesall Road corridors in south west Sheffield both to and from the city centre. The scheme will feature improvements to bus detection which will give buses priority at junctions to beat congestion, and the enhanced enforcement of illegal parking and loading in bus lanes with cameras, along with infrastructure improvements at or near junctions and bus stops. This will provide increased accessibility to the city centre as well as to local centres and other destinations along the corridors from large residential areas including Millhouses, Brincliffe and Parkhead.
Bus priority infrastructure	City Centre Package- Sheffield	Improvements to city centre bus priority to enable cross city services and support for development of core cycle routes. These improvements will provide for effective cross-city movements especially between the Nether Edge, Kelham – Burngreave and Darnall – Attercliffe corridors. Measures to calm traffic and/or separate cyclists from traffic will be delivered to fit site circumstances
Bus priority infrastructure	A61 Chesterfield Road Bus Priority- Sheffield	The A61 Chesterfield Road scheme is a scalable bus improvement project which will deliver improvements to bus journeys along the A61 corridor from Meadowhead roundabout in the South to Sheffield city centre in the north. Bus priority measures will include signal technology, bus lane reviews and enforcement measures via red routes. There will also be a series of bus stop enhancements and pedestrian access improvements.

Bus priority infrastructure	Northern Communities- Sheffield - AT and Bus Priority	The Northern Communities schemes will provide active travel and public transport improvements along the A6135 corridor and surrounding northern communities in Sheffield. The bus priority element includes scalable improvement along the A6135 corridor from Sheffield City Centre to the northern communities of Chapeltown, Ecclesfield and Firth Park via the Northern General Hospital (NGH). There will also be an opportunity to improve connecting infrastructure such as bus stops, waiting restrictions and other traffic management opportunities. The active travel element includes a series of scalable network improvements connecting Sheffield city centre with the Northern General Hospital (NHG), and onward to surrounding communities. The project seeks to integrate active travel with the bus corridor to provide a sustainable transport route to NGH and improved local access to district centres as well as strategic connections into the city and area of high employment.
Bus priority infrastructure	Bus Priority - Upper Don Valley - Sheffield	The A61 Upper Don Valley Scheme is a public transport improvement project to deliver bus/tram priority improvements to provide quicker and more reliable journeys along the A61 corridor from Sheffield City Centre to northern communities of Stannington, Wisewood and Grenoside. It includes the investigation of the major junctions along Penistone Road and Halifax Road, Middlewood Road, Holme Lane corridors, Hillsborough Corner and the wider Hillsborough area, as well as within communities where inappropriate parking and highway alignments can cause delays for buses. It also provides an opportunity to improve connecting infrastructure to make bus and tram use easier and more attractive, including access improvements to bus stops, the bus stops themselves, waiting restrictions and other traffic management interventions.
Bus priority infrastructure	Traffic signals virtual triggers programme - Rotherham & Sheffield & Barnsley	Expansion and roll out of bus priority through signalised junctions across the county with the aid of virtual triggers, new signal infrastructure and real time detection including UTC improvements where needed and links to operators.
Bus priority infrastructure	Bus Lane Improvements programme - South Yorkshire Wide	A review has been carried out of existing bus priority across the region to assess the performance of existing bus priority and recommend improvements to improve the performance of each site to maximise the benefits to buses in the face of changing traffic patterns. Improvements would include lengthening bus lanes, widening bus lanes, changes to operating times and Improvements to signing and lining.
Multi	Bus Service Improvement Plans: A package of measures to support bus infrastructure, priority measures and customer experience	A package of schemes to support BSIP 1 and provide bus infrastructure, priority measures and enhanced customer experience.
Bus service support	Radio communication improvements	Radio communication equipment improvements and CCTV Control Room investment at key interchanges to improve customer security
Other Bus Infrastructure	Shelter replacement and maintenance	Replacement of 147 bus shelters as part of a rolling annual programme

Integration with Active Travel

The creation of an integrated transport network for South Yorkshire is a top priority for SYMCA. Ensuring that the bus network forms part of this and interworks with other modes is crucial in improving the experience for people travelling by public transport, so alongside the CRSTS schemes listed above, we have an extensive £190m programme under CRSTS, which combines bus priority and active travel, simultaneously providing benefits to bus passengers and those individuals walking, wheeling and cycling. These schemes are to be delivered by 2027.

Active travel is an important part of delivering this integrated network. Walking forms the first part of most bus journeys therefore creating an accessible and attractive pedestrian environment in an important part of improving the bus network. SYMCA have provided a number of crossing facilities that are essential for improving accessibility and overcoming the severance that is caused by high trafficked roads. A number of these schemes have also included resurfacing of the footway and ensuring tactile paving is aligned to current standards further enhancing access as part of the first and last segments of an individual's journey. Currently, within South Yorkshire, we have delivered 8 bus-stop bypasses, this demonstrates our commitment to tackling the challenging interaction between cyclists and bus passengers.

Across SYMCA's entire active travel programme - which comprises in total of 57 schemes - with a value of £160m, in the coming financial year (2024/25), 18 schemes will be delivered, with a further 16 schemes in future years.

Healthier Buses

ZEBRA 1 and Gainshare		
Other bus infrastructure	11 Electric Community transport minibuses	A fleet of electric minibuses to serve community transport
Other bus infrastructure	23 electric single decker buses	A fleet of electric single decker buses operating on Stagecoach routes

South Yorkshire has been successful in launching 38 EV buses in 2023/24 using funding secured through DfT's ZEBRA 1 programme, CRSTS funding and financial support from Stagecoach. This mixture of funding has supported the introduction of 23 single decker buses for the Stagecoach operated 22X/221 Rotherham to Barnsley and Doncaster services. The infrastructure is now in place and the buses will be deployed at the end of May 2024.

Recognising the difficulty faced by smaller operators in transitioning to EV, SYMCA used Gainshare funding to support the introduction of 11 minibuses for Community Transport providers in the region. The supporting infrastructure has been installed and the vehicles are due to be deployed in summer 2024. Although unsuccessful in our ZEBRA 2 submission, Derbyshire County Council were successful and will be supporting the introduction of EV buses on routes between Derbyshire and South Yorkshire.

SAFER AND CLEANER, EASIER TO USE, PUTTING PEOPLE FIRST

SYMCA Funded Projects

There are a series of activities being undertaken by SYMCA aimed at maintaining and improving the bus system for passengers. These activities include upgrades to our existing customer information channels as part of a phased approach to transforming the way we provide customer information.

SYMCA Funded Projects		
Other bus infrastructure	Safer and better park and ride sites	Becoming a member of the British Parking Association and obtaining Park Mark safer parking status for all park and ride sites.
Customer Information	Digital E-ink timetable trial	Trial delivers real-time bus information, static timetable information, contact us pages for customers with queries or to report issues and an audio function, where the display will use text-to-speech to announce the real time departure displayed.
Customer Information	Improving the online ticket finder tool	Ticket confusion and lack of confidence in buying the right ticket is a barrier to using public transport. We will improve our ticket finder tool to make it easy for customers to find the right ticket for their needs, no matter how many operators, ticket variations, retail channels or modes, thereby simplifying the current offer yet retaining choice for the customer.
Customer Retail & Information	Convert remaining on bus electronic payment machines to contactless, Smart and BODS complaint ETM's on all buses	Funding new ETM's on smaller operator buses to ensure BODS compliance, that we have 100% real-time data coverage in South Yorkshire, and all operators can retail in smart ticketing mode (multi operator ticketing and contactless payments)

Travelmaster working with our operators have implemented some cost-free improvements for customers. These include the addition of next bus information on the TravelMaster app, migration of the majority of scratch card products to QR codes and introduction of a self-serve option for app coupon codes. Through collaboration with SYMCA, Travelmaster's first line customer support has also been moved to Traveline, making it simpler for customers to obtain travel information from a single source.

Section 5 – Ambitions and proposals for 2025 – 2035

In this section we outline our ambition for South Yorkshire's bus network over the next 10 years.

Better buses are vital if we are to provide connected communities across South Yorkshire. Buses provide a lifeline for many offering a means of accessing opportunities such as education and employment. For others, buses provide the only means of accessing shopping facilities, maintaining social connections with family and friends, as well as attending healthcare appointments. It is therefore critical that over the next 10 years, we take the necessary steps to deliver a bus system that supports a happier, healthier and safer South Yorkshire.

The feedback we have received through the Bus Campaign and passenger surveys tells us that whilst there are aspects of our bus system customers are happy with, there is much that needs to be done to increase confidence and attract customers back to the service. Reliability remains a top priority for customers as well affordable tickets, information that is accurate, a system that is accessible and safe to use.

Recognising the crucial role buses play in shaping the lives of residents across South Yorkshire and the impact that network decline has had on our communities, SYMCA are investigating franchising as a way of delivering systemic improvements.

There is also a need to ensure the general public is aware of improvements to bus services and what the bus network can offer them. A recent survey across South Yorkshire showed that only roughly half of all people were aware of the £2 bus fare cap. Therefore a comprehensive bus marketing programme would be beneficial.

Building back trust in the network and increasing passenger numbers will take time but there are improvements that can be made in the short term alongside long-term transformative measures which we set out below.

Safer and Cleaner

Travelling by public transport should be a safe experience for everyone. This is why we are proposing a package of scalable measures that will tackle anti-social behaviour (ASB) at our transport interchanges and on the bus, alongside improving the waiting area at our bus stops.

The tram system scores highly with passengers in terms of feelings of safety and this is in large part due to the presence of a conductor. Our ambition is for a more extensive team of Travel Safe Officers to be created that can travel on bus services at selected times of the day, to offer reassurance to passengers that should any incidents of ASB, there is someone there to advocate on their behalf. We have also made the difficult decision to move the Office of Police and Crime Commissioner (OPCC) under mayoral control, which will allow more resources to be allocated to improving safety on public transport.

Our interchanges should be safe for staff and passengers therefore we propose to create a central CCTV room where live monitoring and reporting of incidents can take place. We also want to create safe spaces within our interchanges to complement our participation in the Safe Places scheme. These areas will provide a private space for individuals that may need assistance whilst travelling and provide a space for any incidents that may have occurred in the busy interchange area, to be calmly dealt with. There are opportunities in some of our larger interchanges for the co-location of charities or community groups that could offer support and information, building on initiatives such as the 'Small talk saves lives' campaign seen across the rail network .

Our bus stops are often the first point of contact customers have with the bus network, which is why clean, well-maintained shelters with adequate lighting and information are so important. Graffiti, broken lighting and overgrown vegetation around

our shelters are not only unpleasant, they also make people feel unsafe, particularly at night. These issues are dealt with during routine maintenance checks however, our focus on retaining service levels has reduced the amount of budget available for our shelter programme.

Our ambition is to increase our shelter maintenance from every 12 weeks to every 4 weeks in rural and suburban areas and every 2 weeks in urban areas. Building on this we want to create interesting and attractive waiting environments at our bus stops. We propose to introduce green roof shelters focussed initially on our ZEBRA1 EV routes and to develop bus stop collaborations whereby community groups, businesses, local artists can brand/design shelters, extending the principles of the existing reanimation project out in to communities..

The impact of the safety and cleaning package will be immediate and visible. These measures respond to feedback from residents citing safety concerns as preventing them from travelling by bus. For those who have no choice but to travel by bus, implementing these measures could significantly reduce anxiety, boost confidence and create a sense of pride in their mode of transport.

Safer and Cleaner		
Bus passenger experience	Travel Safe Officers	A small team that travel on the regions bus network to make passengers feel safe and to intercept ASB
Waiting and interchange facilities	Creation of central CCTV Room	Creation of a central CCTV control room for live monitoring within our interchanges. Would enable us to report incidents as they happen. Potential to build on this with the roll out of CCTV at other key public transport hubs over the 10 year vision period.
Waiting and interchange facilities	Safe Spaces	Creation of Safe Spaces at our interchanges. A dedicated safe space to be provided in all main interchanges where people can be taken if required. Potential to team up with charities like Mind, Samaritans etc to provide signposting to services or to have a shared community hub.
Waiting and interchange facilities	Increase shelter maintenance	Our shelters are currently cleaned and maintained every 12 weeks. Our ambition is to reduce this to every 4 weeks for suburban/rural and every 2 weeks for urban. This includes lighting and vandalism checks and repairs so increasing the frequency will make the shelters feel safer. This is a scalable proposition.
Waiting and interchange facilities	Green Roof Bus Shelters	Installation of green seedum on the roof of 20 shelters, which costs an additional £5k per shelter. These will be focussed in urban areas, along EV routes. Green sedum helps to store rainwater, assists with urban cooling, supports biodiversity and makes nature more visible in urban areas.
Waiting and interchange facilities	Community Collaborations	Implement "Community Adoption" of shelters following investment (in line with current approach on rail) and in the USA (volunteer led, recognition of contribution can include brand/sticker and number of free rides for individuals, communities, businesses or schools

Better Connected Communities

The National Bus Strategy goal is to get bus use back to what it was before the pandemic. Since 2019 our network mileage has reduced from 33.5 million miles to 25.96 million miles.

With a network that has reduced extensively, it will always be incredibly difficult to get bus use back to what it was pre COVID. SYMCA have stepped in to tender parts of the network using financial reserves to maintain a base level of service however this is unsustainable over the long term.

Our ambition is to return to the level of network mileage pre-COVID which is estimated to cost c. £36.8m per year. We recognise that this is a significant sum and have already taken steps to better connect our communities, including the creation of a £2.5m SYMCA Transport Innovation Fund (TIF). TIF funding is being used to deliver three trials of DRT across South Yorkshire, in areas that cannot sustain a regular, timetabled bus service to help address connectivity issues in these locations. Whilst it is not expected that these DRT services will become financially self-sustaining, they could offer a more cost-effective way of connecting some communities and reinstating network mileage to 2019 levels.

Growing the network by a third is ambitious however we want to do this in the most efficient and cost-effective way possible. Changes in working patterns, leisure habits and service cuts mean that the existing network is no longer meeting the needs of the public it serves. We therefore propose to undertake a network review that will ensure our bus services are meeting the needs of the people who use them and that any additional investment to reinstate network mileage will be impactful.

Alongside the network review and in line with our level four devolution offer, SYMCA commits to develop an approved Key Route Network for the South Yorkshire. This will allow the most important local roads to be managed in a strategic way across the area to improve traffic flow and reduce congestion. It will also allow for the introduction measures that will improve public transport and smooth traffic flow for all road users and will further support any future investment in the region's bus network and wider transport system. We will review the use of our existing bus lanes as part of this process and consider how changes to the existing arrangements could deliver benefits for passengers.

Delivery of this work package is scalable. It could be implemented in the short term, the benefits of network reinstatement for our communities would immediate and the outcomes of this package would contribute to longer term network transformation.

On a wider scale, we are embarking on an initiative to implement a more integrated public transport offering across South Yorkshire. The proposals for this will be developed over the next few years, with the intention that all public transport will have improved ticketing, timetabling and accessibility.

Better Connected Communities		
Longer term network transformation	Reinstate the 2019 bus network mileage	Reinstate the 2019 bus network mileage & enhance & transform network coverage. Phase 1 reintroduce the miles and hours covered as the network stood at 2019 , mapped to the latest demand. Phase 2- 2029 Enhance & Transform the network. A scalable ambition to restore the network to match the level of service provided pre covid. This aligns with the National Bus Strategy mission to rebuild bus patronage and mode share, first to 2019 levels, and then go beyond.
Service level and network coverage	DRT	Provide support beyond the initial 1 year period, for three DRT projects being launched across SY using SYMCA Transport Innovation Funding. These will be focussed in locations that cannot sustain a regular timetabled service providing links to key employment sites, hospitals and supporting social connectivity.
Longer term network transformation	Network Review	Required to identify the most efficient network for the region in the future and to support our ambitions for bus franchising.
Bus priority	Bus lane extensions	Extend the hours of operation of bus lanes to reflect new travel patterns. This is a scalable proposition and would focus on tackling the 'worst first' locations.

Reliable Buses

Reliability i.e. being able to rely on a bus turning up, is a top priority for customers but as services have become less reliable, customers have lost confidence in the system and where possible, found alternative ways of making their journey. For those who cannot use an alternative mode of transport, they are left with difficult choices about travelling excessively early to compensate for the lack of reliability or feeling anxious whilst waiting for a bus which may not turn up.

It is therefore a high priority for SYMCA to improve the reliability of our bus network and restore public confidence in the system. We have identified some cost-effective initiatives that are high impact in terms of keeping our buses moving. Co-locating Local Authority and bus operator network managers in our Urban Traffic Control centre is a simple yet effective way of sharing disruptions information efficiently, to help keep bus services moving.

Providing priority for buses at signal-controlled junctions is an effective way of improving bus movements, without the need for building bus lanes. Our ambition is to build on our existing programme of bus priority signals to roll this technology out to cover those areas not in our existing programme. Where bus lanes are in place, it is important they can operate as intended. First Bus in Sheffield working with SCC have funded a pilot for one year, to introduce a bus lane enforcement car. It is anticipated that this scheme will become self-funding through the revenue from bus lane violations. We have also worked with bus operators on a bus driver training programme.

Working with our Local Authority partners and bus operators, a package of bus priority schemes has been developed for delivery across South Yorkshire, should funding become available. The delivery of these schemes would help to improve the reliability of bus services across the region and in turn, better meet the needs of our customers.

Reliable Buses		
Service level and network coverage	Co-location in UTC	Co-location of operator staff alongside UTC highways officers. This was undertaken prior to COVID and was a successful way of sharing disruptions information, efficiently to keep services moving. Better collaborative working will deliver more efficient information transfer and better operational responsiveness.
Bus priority	Bus Signal Prioritisation	Our ambition is to build on our existing programme of bus priority signals to roll this technology out to cover those areas not in our existing programme. This would result in bus priority signals at all junctions on bus routes across South Yorkshire. This is scalable and would focus on heavily used junctions first.
Bus Priority	Real-time detection	Installation of a virtual trigger bus detection system across the Barnsley area. This system picks up where buses are running late and allows the traffic signal controller to manage the sequence of traffic lights to assist faster movement of the bus. Once the bus has caught up to the timetable there is no trigger and the traffic lights act normally.
Bus priority	Enforcement Car	Continuation of the 1 year pilot scheme funded by First Bus in Sheffield, to enforce bus lane violations. It is anticipated that this scheme will become self-funding however there is operator commitment to continue to fund this project - £50k pa - should additional support be required.
Service level and network coverage	Hot Spots Programme	Currently only have a programme for Barnsley. Appoint an officer to develop a South Yorkshire wide hotspot programme to tackle hotspots across the region. Potential for this to be a shared funded post between the operators and SYMCA for an initial period of 2 years.
Bus information and network identity	Real Time	Our long-term ambition is for all stops all stops with on-boarding customers to have real time provision. This is scalable and we would focus on those key routes that are currently without real time as well as rural areas with infrequent services.
Longer term network transformation	Data Insights Officer	Operator co-funded Data Insights Officer post in SYMCA to help grow network sustainability through shared insight

Cheaper and Simpler Fares

It is our ambition to pilot free travel for young people in South Yorkshire. Ensuring that young people across the region have access to opportunities without having to leave the region is a priority for us. Having the ability to move freely and independently around the region to access work, education, leisure and social connections is crucial, particularly for young people who may have no other means of transport. Furthermore, creating sustainable travel habits in young people that continue into adulthood will help to reduce the reliance on private car as a mode of transport in the future.

Passengers often feedback that there is a bewildering array of tickets available that can feel overwhelming. It is our ambition to simplify our fares and ticketing structures to help customers navigate the system, which is particularly important those who are new to bus travel. We propose the introduction of the SYBus ticket which is a simple product that would enable the ticket holder to use it on any bus across the whole of South Yorkshire. At present such a product solely for buses does not exist and would require the purchase of several day ticket products, which is confusing and impractical for passengers. We would also like to upgrade and install Ticket Vending Machines (TVMs) in strategic locations across the region. These machines are particularly well used by vulnerable user groups and those who prefer to use cash payments, therefore ensuring their needs are met is an important part of designing a passenger led bus system.

Cheaper and Simpler Fares		
Lower and simpler fares	Free travel for young people	By offering free bus travel to all of our young people we aim to create sustainable travel habits that will continue through to adulthood. Under 18s concession introduction. Cost estimated for one financial year.
Lower and simpler fares	SYBus Ticket	Ticket simplification through the removal of Barnsley, Doncaster and Rotherham Connect tickets following introduction of SYBus ticket. Potential for collaboration with neighbouring products such as the Derbyshire Wayfarer ticket and for the inclusion of rail tickets in the future.
Ticketing	Ticket Vending Machines	Replace 22 TVMs and add 5 more in high footfall areas. Supports cash only users and vulnerable customer groups. Some tickets are cheaper purchased at a TVM compared to buying on the bus.

People First

First and foremost, our public transport system should meet the needs of those who use it. This is why we have included measures that will provide the insight required to design a system that better meets customer needs, alongside initiatives that will ensure passengers receive a consistent, high level of customer service across the entire bus network.

At present our bus system is operated by a variety of bus companies, each with their own driver training schemes. Whilst the delivery of these schemes is welcome, there is an opportunity consolidate the delivery of this training and incorporate messaging that aligns with regional priorities. Our ambition is that there is also a consistent approach to meeting the needs of passengers with disabilities and anxious travellers, following feedback from our customer focus groups. This is an improvement that will be delivered in the short term in collaboration with our operators and would have an immediate, positive impact for our customers.

We also recognise the need for changes to be made to the design of the bus system. Earlier in this section we outline the need to conduct a network review which is part of this system redesign, however we also need to address the negative opinions and feelings that people currently have towards the region's buses. To do this we require insight regarding our customer base, who they are, what appeals to them and where we should therefore focus our future investments to secure maximum patronage growth. To help us achieve this we have included a customer insights package that would allow surveys and travel journalling to be undertaken, which will provide a rich source of qualitative data that will complement the quantitative work we also propose. Over the medium to long term this information will be fed into system redesign and support service transformation over the long term.

To further support passenger led design, we propose to upgrade our Customer Relationship Management (CRM) system. This system provides an important interface between SYMCA and our customers and holds a rich source of information regarding opportunities for improving our bus system. Moving to an 'industry leading' CRM system that uses AI and machine learning, will improve our handling of customer enquiries, provide customer insights and analysis, as well as enhancing the speed and accuracy of communication updates to customers. Being able to assist our customers when something does go wrong, is a crucial way of building back confidence in the system and ultimately attracting new passengers in the future.

Visually our bus fleet appears fragmented, reflecting the multi operating environment in South Yorkshire. It is our ambition to implement a common brand across the region's transport network, including a consistent brand for our buses. The delivery of this ambition is linked to aspirations around franchising and would help to increase brand awareness amongst customers.

People First		
Accessibility and inclusion	Customer Service College	A joint training course for bus drivers and SYMCA frontline staff to create a shared customer service narrative that aligns with Mayoral aspirations and ensure that all staff learn tips and techniques for nervous travellers, those with hidden disabilities and sharing best practice re customer service.
Bus passenger experience	Customer Insights	A package of work to gather insights about our potential as well as existing customer base, including travel journals and the development of SY customer personas. This insight can be used to target marketing in locations where passenger growth could be achieved.
Bus passenger experience	New 'industry leading' CRM system and associated staff training and licencing costs.	New 'industry leading' CRM system using AI and machine learning to improve information reliability, provide customer insights and analysis. Enhance speed and accuracy of communication updates to customers. Personalised and contextualised travel information and commercial data all in one place. Package includes associated staff training and licencing costs.
Bus Passenger Experience	Implementation of a common brand across South Yorkshire transport network	Implement a common brand across the region's transport network, including a consistent brand for our buses. The delivery of this ambition is linked to aspirations around franchising and would help to increase brand awareness amongst customers

Healthier Buses

South Yorkshire like many other areas of the UK has declared a Clean Air Zone in response to elevated levels of nitrogen dioxide, predominantly from road transport. We're committed to improving the lives and health of people in South Yorkshire and are taking action to improve the air people breathe in our urban areas, including through the Clean Air Plan in Sheffield and Rotherham, which includes the Clean Air Zone in Sheffield. Improving the emissions from bus fleets, including addressing the under-performance of bus retrofits, remains an essential requirement and additional Government funding is needed to support a reduction in harmful air pollution.

We have taken steps to introduce zero emission buses to the region through our successful application to ZEBRA funding round 1 and our operators have made individual commitments regarding their plans for transitioning to electric buses. This transition however will take place over several years and will require infrastructure works to support the introduction of these vehicles to the region. The recent decision by Government not to support our ZEBRA 2 bid has delayed our delivery but not dampened our ambition for cleaner and higher quality buses.

As well as the considerable environmental benefits of converting the existing bus fleet to zero emission buses, the conversion to zero emission vehicles may also have a positive impact on running costs for the network as they are more reliable, while also providing a viable green alternative to many who currently travel by private car.

Buses typically have a service life of between 15 and 20 years, and the MCA has ambitions for the average fleet age in South Yorkshire to be around half of this.

Considering this, the current fleet composition and the commitments from Operators, it is proposed that around £50m be committed to contribute towards the ZEB fleet transition by 2028/29 – this would equate to around 125 vehicles if purchased new. The actual numbers of vehicles to be upgraded will be defined based on the proportion to be purchased as new and the proportion to be retrofitted as is required by the fleet composition at the time of renewal, as well as the level of commitment from operators (i.e. that is to say that the MCA may contribute towards the upgrade cost over and above the costs of a new diesel vehicle, assuming the operators bear the cost for that proportion of the new vehicles). The continued transition to a ZEB fleet up to 2034/35 will be defined following further consideration of the ZEB market and the fleet composition.

Healthier Buses		
Bus fleet	Zero emission bus fleet	The ambition is to deliver this over a ten-year time frame and consider options for acceleration. Required to both reduce the age of the fleet and remove harmful tailpipe emissions from the region. Scalability means we can focus on those routes that are heavily utilised first and work out to the less commercially viable routes later.

Section 6 – Targets, Performance Monitoring and reporting

We will measure our progress in achieving our vision and goals for the bus network through a framework of indicators and targets. The targets and indicators we have selected all have data available to ensure we can monitor them.

As part of our plans to update and refresh the Enhanced Partnership, we also propose to revise our targets and indicators. In the original BSIP we set out our targets for journey times, reliability, passenger numbers and average passenger satisfaction. These measures were mandated by DfT and we will continue to monitor and measure our progress against them.

The table below sets out the original targets and values set in 2021 alongside the actual figures for 2024/25 so far.

Metric	Actual/Target Values				Method of Measurement
	2018/19 actual	2019/20 actual	2024/25 target	Actual as of Dec 2023	
Journey Time	+0.3%		-4.0%	+4.5%*	Increase in cumulative journey times for an agreed set of frequent services compared to 2017 baseline (*against 2021 baseline due to network changes)
Reliability	99.0%	98.8%	99.5%	98.0%	Bus operator data
Passenger Numbers	92.0m	82.9m	77.0m	64.0m	DfT statistics
Average Passenger Satisfaction	86%	89%	92%	81%	Transport Focus annual survey

In addition to the mandatory targets set by DfT, SYMCA are considering adding a target that monitors the proportion/percentage of the bus network that is tendered. By adding this measure SYMCA can monitor the financial sustainability of the network with a view to increasing the amount of the network under commercial operation and over time as our interventions are delivered.

Beneath the mandated targets, SYMCA proposes to monitor the supplementary indicators listed in the table below. These align to our goals for the bus network and will provide a fuller picture of how our customers feel whilst using the network, alongside operational matters.

Our targets and indicators will be finalised following the submission of our BSIP through the Enhanced Partnership refresh process later this year.

Goal	Indicator	Target for different government funding scenarios		
		Low	Medium	High
HEADLINE INDICATORS				
Headline indicators supporting the bus vision	Patronage [million journeys per year]			
	Satisfaction with bus services amongst bus users			
	Proportion / percentage of tendered bus mileage			
	Reliability			
	Journey times on key corridors			
SUPPORTING INDICATORS				
Support the South Yorkshire Economy	Bus punctuality [compared to 95% target]			
	Numbers of people employed in the bus system			
Tackle transport-related social exclusion	Annual bus route miles			
	Level of accessibility (eg proportion of population within 10 minute walk of a hourly or better bus service)			
Improve perceptions of safety amongst South Yorkshire residents	Feelings of safety in our main Bus Interchanges, and at stop			
	Feeling of safety walking to the bus stop			
Improving health by supporting net zero and reducing harmful emissions	Proportion of bus fleet that is electric			
	Average fleet age			

The pace at which we will be able to achieve our objectives will depend crucially on the level of investment available.

As outlined in Section 2 there are multiple contributing factors to both poor punctuality and reliability are:

- Driver recruitment/retention – this is an industry wide issue not just specific to South Yorkshire with drivers with problems due to competition from other sectors, i.e. HGV delivery driving paying a more competitive salary. However, the MCA is taking positive steps towards resolving this issue through its involvement in the Route to Success programme (Route to success - Realise (realisetraining.com))
- Fleet age and maintenance – the average age of the fleet South Yorkshire is currently around 8.5 years, just above the national average of 8 years. This leads buses not being available or breaking down in service, impacting on reliability. There is also a very low level of zero or low emission buses in the fleet, with under 2.3% being full zero-emission buses and 4.5% being enhanced environmentally friendly vehicles (EEVs). Over 36% of the current fleet are of a Euro V standard or older.
- Lack of bus priority measures, as well as traffic congestion increasing is leading to poor punctuality of services.

The monitoring arrangements for our BSIP are managed through the Enhanced Partnership. A dashboard of progress (Appendix 4) against each agreed BSIP/EP target is reported on a two-monthly basis at every Enhanced Partnership Board meeting. Progress against the specific deliverables in the Enhanced Partnership Scheme is also reported to these meetings. It has been agreed that delivery against the recently published South Yorkshire Bus Promise will be reported to the Enhanced Partnership Board through the Enhanced Partnership Forum of bus users.

Appendix 1 - The 12 key goals flowing from the National Bus Strategy Vision:

1. More frequent, with turn-up-and-go services on major routes and feeder or demand-responsive services to lower-density places.
2. Faster and more reliable, with bus priority wherever necessary and where there is room.
3. Cheaper, with more low, flat fares in towns and cities, lower point-to-point fares elsewhere, and more daily price capping everywhere.
4. More comprehensive, with overprovision on a few corridors reduced to boost provision elsewhere and better services in the evenings and weekends, not necessarily with conventional buses.
5. Easier to understand, with simpler routes, common numbering, coordinated timetable change dates, good publicity, and comprehensive, accurate information online.
6. Easier to use, with common tickets, passes and daily capping across all operators, simpler fares, contactless payment and protection of bus stations.
7. Better integrated with other modes and each other, including more bus-rail interchange and integration and inter-bus transfers.
8. Better to ride in, with comfortable, high-specification, modern buses.
9. Greener, zero emission buses (zero emissions of carbon at the tailpipe).
10. Accessible and inclusive network, by design, not only bus vehicles but bus stations, bus stops, and access routes to bus stops.
11. Innovative, harnessing entrepreneurship to constantly strive for a better product.
12. A safe mode of transport which is seen as safe, addressing issues of personal safety and security on board and at stops as well as driver and vehicle safety standards.

Appendix 2 - South Yorkshire Bus Promise

BEFORE YOUR BUS JOURNEY Before you travel, you will have access to accurate and accessible information to plan your journey. You will also be able to pre-purchase tickets and passes.	• You will be able to access timetable, journey planning, disruption, fares, ticket and bus stop information prior to your journey. Information is provided on the Travel South Yorkshire (TSY) website (travelsouthyorkshire.com), and by telephone at the TSY Contact Centre (0800 952 0002). • TSY Contact Centre staff will be able to provide additional information, e.g. on the accessibility of services. • Printed timetables, including in large print format, will be available on request through the TSY website and TSY Contact Centre. • Most tickets (other than singles) can be purchased from your operator or TravelMaster (sytravelmaster.com) prior to your journey. • Eligible passengers can apply for a concessionary travel pass from the TSY website and Contact Centre. • Significant service changes will take place no more than twice per year. Information about changes will be available online at least one month prior to the changes taking effect. • Fare increases will be limited to once per year.
WAITING FOR YOUR BUS Buses will run on time, most of the time. If running late, you will be able to find out in advance when it will depart.	• Other than in exceptional circumstances, over 95% of buses will run on time, and fewer than 0.5% will be cancelled. • Live information on where your bus is and when it will depart your stop will be available on your smartphone, on the TSY website, from the contact centre, and on electronic displays at some well-used stops. • Timetable information will be available at all stops. • Accessible shelters will be provided at main stops, and will be cleaned regularly and repaired quickly. Lighting and stop design will help all passengers to be seen and feel safe. • If the last bus of the day to a destination is cancelled, operators will offer a refund of the taxi fare if they need to take a taxi instead. • At interchanges, as for on buses, there will be zero tolerance of anti-social behaviour.
ON YOUR BUS JOURNEY We will provide a network of buses that is as comprehensive as possible, and fares that represent good value for money. Your bus journey will be a safe and pleasant experience. Buses will be accessible for all.	• Bus operators will provide a network of commercial services that is as extensive as possible, while ensuring fares represent good value for money. • SYMCA will add to the commercial network by subsidising additional services, taking into account people's needs. • Bus drivers will be friendly, supportive and knowledgeable about fares, stops and timings. They will advise where to find information if they don't know themselves. • New buses will be: o fully accessible. o fitted with audio-visual stop announcements. • All buses will o include QR code labels to download relevant information. o be equipped with CCTV, and where possible audio recording, to ensure a safe and secure journey. • Drivers will advise customers to leave the wheelchair space clear if a wheelchair user requires the space. If a wheelchair user cannot board because allocated spaces are already taken up, the driver will advise the passenger of the next bus available, or contact their depot to arrange for an accessible taxi if the wait for the next available bus is too long. • All passengers are expected to be considerate and respectful towards the bus driver and other customers. There is zero tolerance of anti-social behaviour. Drivers will involve the police if the safety of passengers or their own safety is at risk, or if there is damage to the bus. • Bus operators will minimise boarding times, including by promoting electronic ticketing and the purchase of tickets prior to travel. • Operators will use discretion in assisting vulnerable people, particularly women and children, that may be in distress and need to travel even if they are unable to purchase a ticket.
AFTER YOUR BUS JOURNEY You will find it easy to provide feedback. Complaints will be listened to.	• If you need to complain or make a comment on your bus service, you can do so through the TSY website (travelsouthyorkshire.com) or the TSY Contact Centre (0800 952 0002). • The complaints process will acknowledge your complaint, and ensure that it is relayed to the right place. Your complaint will be listened to. • If you are eligible for compensation from the operator, this will be dealt with swiftly. • You will be able to access information on service performance (punctuality and reliability) at a service/route level on the TSY website. • You will have opportunities to provide thoughts and feedback on wider decisions about bus services through Council local area committees and bus user groups.

Appendix 3 - Progress With Enhanced Partnership Scheme Deliverables

1. More Frequent And Reliable Services

	Enhanced Partnership Scheme Components	Lead	Comments	RAG rating
1.1	A61 bus priority road widening scheme	SYMCA	Phase 1 delayed and started on site February 2024, 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	Complete.	G
1.3	New iPort bridge	SYMCA	Substantially complete	G
1.4	Improving bus service punctuality in Barnsley	BMBC/ SYMCA	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	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	Action no longer required	A

2. Improvements to planning/integration with other modes

	Enhanced Partnership Scheme Components	Lead	Comments	RAG rating
2.1	Installation of 193 new real time information displays	SYMCA	193 displays installed and working.	G
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	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	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	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	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	First have spent over £300,000 installing tap off readers, which are now 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	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	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	Part of ticket simplification work above.	A
3.5	Price rises limited to once a year	Operators	Ongoing.	G

4. Higher Specification buses

	Enhanced Partnership Scheme Components	Lead	Comments	RAG rating
4.1	Retain standards within existing Voluntary Partnership Agreements and include within new standard to be agreed	Operators	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	On target.	G
4.3	Upgrade part of SY community transport fleet to electric vehicles, with charging facilities at selected depots	SYMCA	On target. Procurement of 11 electric minibuses and charging infrastructure has commenced.	G
4.4	Electric bus trial in Doncaster	DMBC	Trial was to have been a Doncaster Sheffield airport shuttle. With closure of the airport, no progress made. Now rolled into the 23 single deckers project.	A

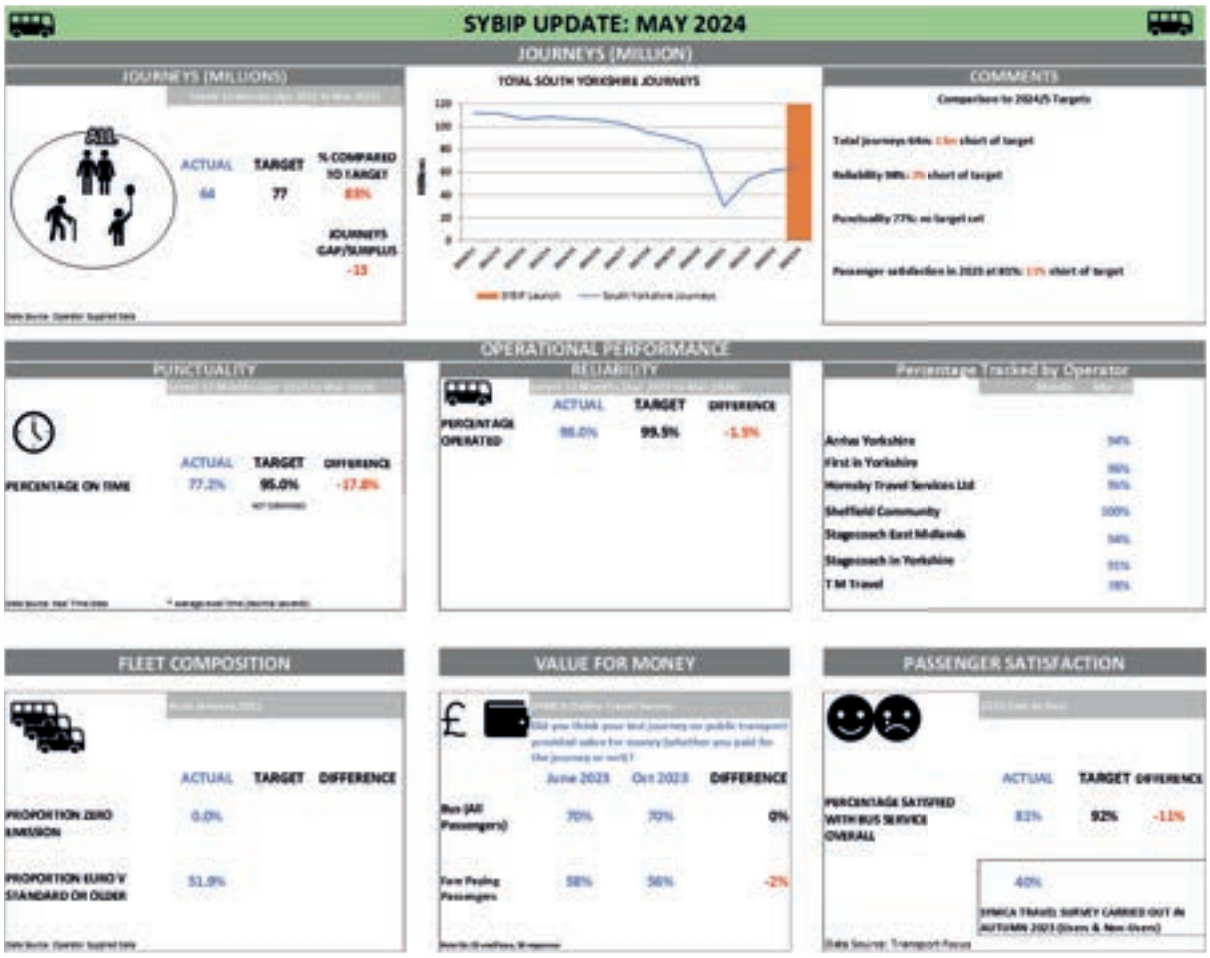
5. Improvements to passenger engagement

	Enhanced Partnership Scheme Components	Lead	Comments	RAG rating
5.1	Service changes to be limited to twice per year	Operators	Ongoing.	G
5.2	Commence work to agree a new Customer Charter to apply across the whole network (SYMCA)	SYMCA	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	Complete	G

6. Strong network identity

	Enhanced Partnership Scheme Components	Lead	Comments	RAG rating
6.1	Extension and implementation of the 'Safe Places' scheme to cover the whole network	SYMCA and operators	Requires further work to ensure consistency of driver training across operators and adoption of minimums standards on and off vehicle.	A
6.2	Implementation of a common branding across South Yorkshire transport network	SYMCA and operators	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	Complete - 147 Gainshare funded shelters installed.	G

Appendix 4 - Enhanced Partnership Monitoring Dashboard



Appendix 5 - Active Services in South Yorkshire that are Wholly or Part Tendered

Operator	Service	Service Description	Tendered	GEN or SCH	District
ASH	123	Killamarsh - Eckington	NO	SCH	S
BBC	94	Barnsley - Denby Dale	PART	GEN	B
BBC	94a	Barnsley - Denby Dale	PART	GEN	B
BBC	94b	Barnsley - Cawthorne	PART	GEN	B
BBC	96	Barnsley - Wakefield	NO	GEN	B
BBC	96b	Barnsley - Wakefield	NO	GEN	B
BBC	96c	Barnsley - Wakefield	NO	GEN	B
BBC	97	Darton - Wakefield	NO	GEN	B
BBC	478	Smithies - Kingstone (Horizon Community Coll)	NO	SCH	B
BBC	483	Barnsley - Darton College	NO	SCH	B
BBC	486	Mapplewell - Darton	NO	SCH	B
BBC	486a	Darton - Windhill	NO	SCH	B
BBC	488	Mapplewell - Kexborough	NO	SCH	B
BBC	489	Barnsley - Kexborough	NO	SCH	B
BBC	490	Staincross - Kexborough	NO	SCH	B
CAM	PS1	Gleadless - Dronfield	NO	SCH	S
CPR	627	Rotherham - Swallownest - Harthill	YES	SCH	R
CPR	637	Thurcroft - Kiveton	YES	SCH	R
CPR	637	Rotherham - Blackburn	NO	SCH	R
CPR	637b	Thurcroft - Kiveton	YES	SCH	R
CPR	638	Thurcroft - Kiveton Park	YES	SCH	R
CPR	639	Thurcroft - Kiveton Park	YES	SCH	R
CWT	3	Rotherham - Ravefield	YES	GEN	R
CWT	35a	Chapeltown - Warren (Circle)	YES	GEN	S
CWT	410	Woodfield - Edlington	YES	SCH	D
CWT	635	Chapeltown - Kimberworth	NO	SCH	R S
CWT	654	Aston Academy - Treeton	YES	SCH	R
CWT	757	Stocksbridge - Bradfield School	YES	SCH	S
CWT	766	Wharncliffe Side - Worrall (Bradfield Sch)	YES	SCH	S
DGT	84a	Barnby Dunn - Lindholme	YES	GEN	D

Operator	Service	Service Description	Tendered	GEN or SCH	District
DGT	84b	Barnby Dun - Sykehouse	YES	GEN	D
DGT	86	Thorne - Moorends	YES	GEN	D
DGT	86a	Thorne Town Service	YES	GEN	D
DGT	X4	Doncaster Interchange - Doncaster Airport	YES	GEN	D
GLC	7	Barnsley - Hoyland	YES	GEN	B R
GLC	39	Barnsley - Pontefract	NO	GEN	B
GLC	198	Barnsley - Hemsworth	NO	GEN	B
GLC	X20	Barnsley - Doncaster	YES	GEN	B D R
HEA	777	Ecclesfield - Stocksbridge	YES	SCH	S
HOR	399	Doncaster - Owston Ferry - Scunthorpe	NO	GEN	D
HOR	X399	Scunthorpe - Doncaster	NO	GEN	D
HUL	80	Crystal Peaks - Bakewell	NO	GEN	S
HUL	80a	Crystal Peaks - Bakewell	NO	GEN	S
HUL	257	Sheffield - Bakewell	NO	GEN	S
HUL	271	Sheffield - Castleton	NO	GEN	S
HUL	272	Sheffield - Castleton	NO	GEN	S
JBT	124	Killamarsh - Eckington	NO	SCH	S
JBT	125	High Moor - Eckington	NO	SCH	S
JBT	126	High Moor - Eckington (Eckington Sch)	NO	SCH	S
JBT	134	Westthorpe - Eckington (Eckington Sch)	NO	SCH	S
KTS	608	Sheffield - Whiston	YES	SCH	R S
KTS	616	Rotheram - Maltby	YES	SCH	R
KTS	629	Waverley - Aston	YES	SCH	R
LLT	441	Doncaster - Ridgewood School - Scawsby	YES	SCH	D
LLT	664	Low Valley - Wath upon Dearne	YES	SCH	B R
LLT	690	Nether Haugh - Wentworth (Wentworth Sch)	YES	SCH	R
LRC	19	Rotherham - Dinnington - Worksop	PART	GEN	R
LRC	19a	Rotherham - Worksop	PART	GEN	R
LRC	21	Doncaster - Harworth - Worksop	NO	GEN	D
LRC	22	Doncaster - Worksop	PART	GEN	D
LRC	25	Doncaster - Worksop	NO	GEN	D
LRC	27	Misson - Bawtry - Retford	NO	GEN	D
LRC	29	Doncaster - Retford	NO	GEN	D
LRC	53	Sheffield - Clowne - Mansfield	NO	GEN	S

Operator	Service	Service Description	Tendered	GEN or SCH	District
LRC	53a	Halfway - Mansfield	NO	GEN	S
LRC	98	Doncaster - Gainsborough	NO	GEN	D
LRC	99	Doncaster - Bawtry - Retford	NO	GEN	D
LRC	399	Scunthorpe - Haxey	NO	GEN	D
LRC	552	Tickhill - Edlington	YES	SCH	D
LRC	595	Bawtry - Queen Elizabeth School	NO	SCH	D
LRC	619	Woodsetts - Dinnington	YES	SCH	R
LRC	620	Maltby - Dinnington	YES	SCH	R
LRC	X27	Blyth - Bawtry	NO	GEN	D
MNL	X1	Sheffield - Maltby	PART	GEN	R S
MNL	1	Sheffield - High Green	PART	GEN	S
MNL	1a	Chapeltown - Hemsworth	PART	GEN	S
MNL	8	Ecclesfield - Crystal Peaks	PART	GEN	S
MNL	10	Bramley - Doncaster	YES	GEN	D R
MNL	11	Sheffield - Herdings	PART	GEN	S
MNL	14	Doncaster - Edlington	YES	GEN	D
MNL	15	Doncaster - Edlington	PART	GEN	D
MNL	16	Doncaster - Balby	PART	GEN	D
MNL	18	Sheffield - Hillsborough	PART	GEN	S
MNL	18a	Sheffield - Hillsborough	YES	GEN	S
MNL	20	Ecclesfield - Sheffield - Hemsworth	PART	GEN	S
MNL	24	Woodhouse - Lowedges	NO	GEN	S
MNL	25	Sheffield - Woodhouse	YES	GEN	S
MNL	41	Doncaster - Scawsby (Circle)	YES	GEN	D
MNL	41	Sheffield - Frecheville (Circle)	NO	GEN	S
MNL	50	Doncaster - Skellow	NO	GEN	D
MNL	50a	Doncaster - Carcroft	NO	GEN	D
MNL	50b	Doncaster - Skellow	PART	GEN	D
MNL	51	Lodge Moor - Sheffield - Charnock	PART	GEN	S
MNL	52	Doncaster - South Elmsall	YES	GEN	D
MNL	52a	Woodhouse - Wisewood	NO	GEN	S
MNL	54	Doncaster - Woodlands (Circle)	PART	GEN	D
MNL	55	Doncaster - Rossington (Circle)	PART	GEN	D
MNL	56	Nether Edge - Wybourn	PART	GEN	S

Operator	Service	Service Description	Tendered	GEN or SCH	District
MNL	56	Doncaster - Rossington (Circle)	PART	GEN	D
MNL	57	Doncaster - Finningley	PART	GEN	D
MNL	57a	Doncaster - Doncaster Sheffield Airport	PART	GEN	D
MNL	58	Doncaster - Bessacarr (Circle)	NO	GEN	D
MNL	59	Doncaster - Finnningley	YES	GEN	D
MNL	64	Doncaster - Bentley - Arksey (Circle)	YES	GEN	D
MNL	64a	Doncaster - Arksey (Circle)	YES	GEN	D
MNL	65	Doncaster - Wheatley Hills	YES	GEN	D
MNL	66	Intake - Doncaster - Bentley	PART	GEN	D
MNL	71	Doncaster - Balby	NO	GEN	D
MNL	72	Doncaster - Balby - Lakeside (Circle)	PART	GEN	D
MNL	73	Doncaster - Woodfield (Circle)	PART	GEN	D
MNL	73	Rotherham - Sheffield	PART	GEN	R S
MNL	75	Jordanthorpe - Sheffield - Shiregreen	PART	GEN	S
MNL	76	Lowedges - Sheffield - Shiregreen	PART	GEN	S
MNL	81	Doncaster - Armthorpe (Circle)	PART	GEN	D
MNL	81	Stannington - Sheffield - Dore	PART	GEN	S
MNL	82	Stannington - Sheffield - Dore	PART	GEN	S
MNL	82	Doncaster - Armthorpe (Circle)	PART	GEN	D
MNL	83	Sheffield - Chapeltown	YES	GEN	S
MNL	84	Doncaster - Stainforth - Hatfield	PART	GEN	D
MNL	84a	Barnby Dunn - Lindholme	YES	GEN	D
MNL	86	Sheffield - Chapeltown	YES	GEN	S
MNL	87	Doncaster - Thorne - Moorends	PART	GEN	D
MNL	87a	Doncaster - Moorends	PART	GEN	D
MNL	95	Walkley - Sheffield - Meadowhall	PART	GEN	S
MNL	95a	Walkley - Meadowhall	PART	GEN	S
MNL	97	Hillsborough - Totley	PART	GEN	S
MNL	98	Hillsborough - Totley Brook	PART	GEN	S
MNL	115	Rotherham - East Herringthorpe	PART	GEN	R
MNL	116	Rotherham - Ravenfield	PART	GEN	R
MNL	120	Halfway - Fulwood	NO	GEN	S
MNL	139	Rotherham - Kimberworth Park (Circle)	NO	GEN	R
MNL	140	Rotherham - Kimberworth Park (Circle)	PART	GEN	R

Operator	Service	Service Description	Tendered	GEN or SCH	District
MNL	141	Rotherham - Kimberworth Park (Circle)	PART	GEN	R
MNL	142	Rotherham - Kimberworth Park (Circle)	NO	GEN	R
MNL	205	Doncaster - Rossington - Tickhill	YES	GEN	D
MNL	207	Sheffield - Rotherham	YES	GEN	R S
MNL	208	Sheffield - Whiston	PART	GEN	R S
MNL	216	Sheffield - Dinnington	YES	GEN	R S
MNL	272	Sheffield - Castleton	NO	GEN	S
MNL	404	Doncaster - Hayfield	NO	SCH	D
MNL	429	Toll Bar - Scawthorpe	YES	SCH	D
MNL	455	Cantley - Balby	YES	SCH	D
MNL	466	Wheatley - Cantley	YES	SCH	D
MNL	472	Doncaster - Cantley	YES	SCH	D
MNL	474	Barnby Dun - Edenthorpe	YES	SCH	D
MNL	481	Moorends - Cantley	YES	SCH	D
MNL	481a	Stainforth - Mcauley School	YES	SCH	D
MNL	482	Cantley - Doncaster	YES	SCH	D
MNL	490	Doncaster - Auckley	YES	SCH	D
MNL	490a	Doncaster - Cantley	YES	SCH	D
MNL	490h	Doncaster - Hayfield	YES	SCH	D
MNL	492h	Bessacar - Tickhill	YES	SCH	D
MNL	492m	Tickhill - Cantley	YES	SCH	D
MNL	492r	Rossington - Tickhill	YES	SCH	D
MNL	493	Doncaster - Doncaster New College	YES	SCH	D
MNL	655	Woodhouse - Swallownest	YES	SCH	R S
MNL	718	Meadowhall - Norton Lees	YES	SCH	S
MNL	719	Manor Top - High Storrs	YES	SCH	S
MNL	721	Heeley - Norton Lees	YES	SCH	S
MNL	723	Heeley - Norton Lees	YES	SCH	S
MNL	725	Meadowhead - Bradway	YES	SCH	S
MNL	730	Mosborough - Sothall	YES	SCH	S
MNL	731	Walkley - Stannington	YES	SCH	S
MNL	751	Western Bank - Crosspool	YES	SCH	S
MNL	752	Attercliffe - Handsworth	YES	SCH	S
MNL	752a	Hillsborough - Bradfield	YES	SCH	S

Operator	Service	Service Description	Tendered	GEN or SCH	District
MNL	763	Stannington - Worrall	YES	SCH	S
MNL	763a	Stannington - Worrall	YES	SCH	S
MNL	764	Stannington - Worrall	YES	SCH	S
MNL	765	Grenoside - Worrall	YES	SCH	S
MNL	772	Hope - Ecclesall	NO	SCH	S
MNL	779	Wincobank - Ranmoor	YES	SCH	S
MNL	780	Wadsley - Ranmoor	YES	SCH	S
MNL	782	Chapeltown - Ranmoor	YES	SCH	S
MNL	784	Chapeltown - Ranmoor	YES	SCH	S
MNL	785	Ranmoor - Pitsmoor	YES	SCH	S
MNL	786	Heeley - Ranmoor (Notre Dame Sch)	YES	SCH	S
MNL	787	Grenoside - Notre Dame School	YES	SCH	S
MNL	798	Sheffield - Totley Brook (King Ecgbert Sch)	YES	SCH	S
MNL	798a	Sheffield - Totley Brook (King Ecgbert Sch)	YES	SCH	S
MNL	X4	Doncaster Interchange - Doncaster Airport	YES	GEN	D
MNL	X5	Sheffield - Dinnington - Thurcroft	PART	GEN	R S
MNL	X10	Sheffield - Maltby	PART	GEN	R S
MNL	X78	Sheffield - Meadowhall - Rotherham - Doncaster	PART	GEN	D R S
MNL	i4	Doncaster - Rossington	NO	GEN	D
MOX	345	Carlton In Lindrick - Dinnington	NO	SCH	R
MTL	648	Greasbrough - Wath upon Dearne (Wath Comp Sch)	NO	SCH	R
MTL	649	Wombwell - Wath upon Dearne (Wath Comp Sch)	NO	SCH	B R
MTL	662	Elsecar - Wath upon Dearne	NO	SCH	B R
MTL	665	Wath upon Dearne - Thurnscoe	NO	SCH	B R
MTL	668	Thurnscoe - Wath upon Dearne (St Pius X High Sch)	NO	SCH	B R
PHT	479	Kendray - Kingstone	YES	SCH	B
PHT	481	Monk Bretton - Kendray	YES	SCH	B
SCT	H1	Fir Vale - Broomhill	NO	GEN	S
SPC	23	Millhouse Green - Stocksbridge	YES	GEN	B S
SPC	23a	Barnsley - Deepcar	YES	GEN	B S
SPC	24	Barnsley - Ingbirchworth	YES	GEN	B
SPC	24a	Barnsley - Penistone	YES	GEN	B
SPC	25	Penistone - Millhouse Green (Circle)	NO	GEN	B
SPC	25a	Penistone - Holmfirth	NO	GEN	B

Operator	Service	Service Description	Tendered	GEN or SCH	District
SPC	26	Thurgoland - Penistone (Circle)	NO	GEN	B
SPC	26a	Thurgoland - Holmfirth	NO	GEN	B
SPC	29	Sheffield - Holmfirth	YES	GEN	B S
SPC	34	Barnsley - Stocksbridge	NO	GEN	B S
SPC	44	Rotherham - Chapeltown	YES	GEN	R S
SPC	58	Hillsborough - Wharncliffe Side	YES	GEN	S
SPC	99	Barnsley - Denby Dale	NO	GEN	B
SPC	107	Rotherham - Swinton	YES	GEN	R
SPC	181	Sheffield - Dore	YES	GEN	S
SPC	201	Chapeltown - Stocksbridge	YES	GEN	B S
SPC	350	Holmfirth - Penistone	NO	GEN	B
SPC	353	Holmfirth - Barnsley	NO	GEN	B
SPC	401	Millhouse Green - Penistone Grammar School	YES	SCH	B
SPC	491	Carlecotes - Millhouse Green	YES	SCH	B
SPC	760	Loxley - Worrall Bradfield School	YES	SCH	S
SPC	762	Malin Bridge - Worrall (Bradfield Sch)	YES	SCH	S
SPC	M92	Hillsborough - Harley	YES	GEN	B R S
SPC	SC	Sheffield City Centre (Circle)	YES	GEN	S
SYC	43	Sheffield - Dronfield - Chesterfield	NO	GEN	S
SYC	43a	Lowedges - Sheffield Centre	NO	GEN	S
SYC	44	Sheffield - Dronfield - Chesterfield	NO	GEN	S
SYC	50	Sheffield - Eckington - Chesterfield - Holymoorside	NO	GEN	S
SYC	50a	Sheffield - Chesterfield	NO	GEN	S
SYC	65	Meadowhall - Buxton	NO	GEN	S
SYC	65a	Tideswell - Buxton - Sheffield	NO	GEN	S
SYC	X17	Sheffield - Matlock	NO	GEN	S
SYC	X17	Sheffield - Barnsley	NO	GEN	B S
TML	5	Sheffield - Firth Park	YES	GEN	S
TML	8	Sheffield - Birley	YES	GEN	S
TML	8a	Birley - Crystal Peaks	YES	GEN	S
TML	9	Sheffield - Darnall	YES	GEN	S
TML	9a	Sheffield - Manor Top	YES	GEN	S
TML	20	Rotherham - Dinnington	YES	GEN	R
TML	26	Crystal Peaks - Thorpe Salvin (Circle)	YES	GEN	R S

Operator	Service	Service Description	Tendered	GEN or SCH	District
TML	26a	Crystal Peaks - Thorpe Salvin (Circle)	YES	GEN	R S
TML	30	Broomhill - Crystal Peaks	PART	GEN	S
TML	30a	Sheffield - Crystal Peaks - Plumbley	YES	GEN	S
TML	31	Sheffield - Loxley	YES	GEN	S
TML	32	Sheffield - Fir Vale	YES	GEN	S
TML	41	Sheffield - Frecheville (Circle)	YES	GEN	S
TML	42	Sheffield - Woodhouse	YES	GEN	S
TML	55	Frecheville - Crystal Peaks - Plumbley	YES	GEN	S
TML	76a	Sheffield - Lowedges	YES	GEN	S
TML	117	Rotherham - Bramley	YES	GEN	R
TML	218	Sheffield - Bakewell	NO	GEN	S
TML	252	Sheffield - Eckington - Crystal Peaks	NO	GEN	S
TML	626	Crystal Peaks - Wales	YES	SCH	R S
TML	710	Woodhouse - Stradbroke (Outwood Academy City)	NO	SCH	S
TML	M17	Dore - Bradway - Jordanthorpe	YES	GEN	S
TML	X7	Sheffield - Maltby	YES	GEN	R S
TML	X30	Broomhill - Harthill	NO	GEN	R S
TML	X54	Sheffield - Harthill	YES	GEN	R S
TML	X74	Sheffield - Meadowhall	YES	GEN	R S
WAT	36	Barnsley - South Elmsall	NO	GEN	B
WAT	36a	Crofton High School - South Hiendley	NO	GEN	B
WAT	36b	Lakeside Estate - Hemsworth Academy	NO	SCH	B
WBH	442	Sprotbrough - Scawsby	YES	SCH	D
WBH	447	Braithwaite - Campsall (Campsmount Academy)	YES	SCH	D
WBH	449	Thurnscoe - Wombwell (Netherwood Academy)	YES	SCH	B
WBH	457	Stainforth - Hatfield Woodhouse (Hatfield Woodhouse Sch)	YES	SCH	D
WBH	458	Lindholme - Hatfield (Ash Hill Academy)	YES	SCH	D
WBH	499	Askern - Woodlands (St Joseph & St Teresa Sch)	YES	SCH	D
WBH	521	Bawtry - Auckley (The Hayfield Sch)	YES	SCH	D
WBH	522	Auckley - Austerfield	YES	SCH	D
WBH	523	Bawtry - Auckley	YES	SCH	D
WBH	540	Goldthorpe - Scawsby (Ridgewood Sch)	YES	SCH	B D
WBH	541	Sprotbrough - Scawsby	YES	SCH	D
WBH	542	Adwick-upon-Dearne - Scawsby	YES	SCH	D

Operator	Service	Service Description	Tendered	GEN or SCH	District
WBH	621	Conisborough - Wath	YES	SCH	D R
WRA	51	Doncaster - Norton	PART	GEN	D
WRA	496	Wakefield - Doncaster	PART	GEN	D
WRA	651	Norton - Doncaster	YES	SCH	D
YTC	1	Barnsley - Staincross - Mapplewell (Circle)	PART	GEN	B
YTC	1	High Green - Batemoor	NO	GEN	S
YTC	2	Sheffield - Barnsley	PART	GEN	B S
YTC	2a	Sheffield - Barnsley	NO	GEN	B S
YTC	6	Barnsley - Kendray - Worsbrough Bank End (Circle)	PART	GEN	B
YTC	6	Sheffield - Millhouses	YES	GEN	S
YTC	7	Crystal Peaks - Ecclesfield	NO	GEN	S
YTC	7a	Holbrook - Sheffield	NO	GEN	S
YTC	8	Rotherham - Rawmarsh (Circle)	NO	GEN	R
YTC	8a	Rotherham - Rawmarsh (Circle)	NO	GEN	R
YTC	9	Rotherham - Rawmarsh (Circle)	NO	GEN	R
YTC	10	Manor Park - Heeley - Upperthorpe - Sheffield (Circle)	YES	GEN	S
YTC	10a	Manor Park - Sheffield - Upperthorpe - Heeley (Circle)	YES	GEN	S
YTC	11	Barnsley - Athersley (Circle)	PART	GEN	B
YTC	12	Barnsley - Athersley (Circle)	PART	GEN	B
YTC	20	Barnsley - Penistone	PART	GEN	B
YTC	21	Barnsley - Penistone	PART	GEN	B
YTC	21	Rotherham - Harthill	YES	GEN	R S
YTC	21a	Barnsley - Penistone	YES	GEN	B
YTC	22x	Rotherham - Barnsley	PART	GEN	B R
YTC	22a	Barnsley - Pogmoor - Kingstone (Circle)	NO	GEN	B
YTC	22c	Barnsley - Kingstone - Pogmoor (Circle)	NO	GEN	B
YTC	25	Woodhouse - Bradway	NO	GEN	S
YTC	27	Barnsley - Wombwell	PART	GEN	B
YTC	27a	Barnsley - Wombwell	PART	GEN	B
YTC	27b	Barnsley - Wombwell	PART	GEN	B
YTC	28	Barnsley - Pontefract	NO	GEN	B
YTC	28c	Barnsley - Pontefract	NO	GEN	B
YTC	32	Barnsley - Cudworth	NO	GEN	B
YTC	43	Barnsley - Pogmoor - Kingstone (Circle)	YES	GEN	B

Operator	Service	Service Description	Tendered	GEN or SCH	District
YTC	44	Barnsley - Kingstone - Pogmoor (Circle)	YES	GEN	B
YTC	52	Woodhouse - Hillsborough	NO	GEN	S
YTC	57	Barnsley - Royston	NO	GEN	B
YTC	57	Sheffield - Stocksbridge	PART	GEN	S
YTC	57a	Sheffield - Stocksbridge	YES	GEN	S
YTC	59	Barnsley - Royston - Wakefield	PART	GEN	B
YTC	59a	Barnsley - Wakefield	PART	GEN	B
YTC	61	Hillsborough - Low Bradfield (Circle)	YES	GEN	S
YTC	62	Hillsborough - High Bradfield (Circle)	YES	GEN	S
YTC	66	Barnsley - Hoyland - Elsecar (Circle)	PART	GEN	B
YTC	67	Barnsley - Wombwell	YES	GEN	B R
YTC	67a	Barnsley - Wombwell	YES	GEN	B R
YTC	67b	Barnsley - Wombwell	YES	GEN	B
YTC	67c	Barnsley - Wombwell	YES	GEN	B R
YTC	72	Chapeltown - Swinton	YES	GEN	B R S
YTC	72a	Chapeltown - Manvers	YES	GEN	B R S
YTC	73	Crystal Peaks - Clowne	NO	GEN	S
YTC	74	Crystal Peaks - Clowne	NO	GEN	S
YTC	83	Ecclesfield - Bents Green	PART	GEN	S
YTC	86	Chapeltown - Lowedges	PART	GEN	S
YTC	88	Ecclesfield - Banner Cross	NO	GEN	S
YTC	93	Barnsley - Darton	YES	GEN	B
YTC	94a	Barnsley - Cawthorne	YES	GEN	B
YTC	95	Barnsley - Kexborough	PART	GEN	B
YTC	95a	Barnsley - Kexborough - Darton	YES	GEN	B
YTC	108	Rotherham - Rawmarsh (Circle)	YES	GEN	R
YTC	109	Rotherham - Rawmarsh (Circle)	YES	GEN	R
YTC	114	Rotherham - Herringthorpe (Circle)	YES	GEN	R
YTC	120	Halfway - Fulwood	NO	GEN	S
YTC	130	Base Green - Eckington	NO	SCH	S
YTC	135	High Green - Rotherham	YES	GEN	R S
YTC	136	Rotherham - Hoyland	YES	GEN	B R
YTC	137	Sheffield - Rotherham	YES	GEN	R S
YTC	138	Rotherham - Kimberworth Park	YES	GEN	R

Operator	Service	Service Description	Tendered	GEN or SCH	District
YTC	203	Doncaster - Wombwell	YES	GEN	B D
YTC	208	Rotherham - Grimethorpe	NO	GEN	B D R
YTC	217	Swinton - Wombwell	YES	GEN	B R
YTC	218	Barnsley - Mexborough - Rotherham	PART	GEN	B D R
YTC	218a	Barnsley - Rotherham	NO	GEN	B D R
YTC	219	Barnsley - Thurnscoe - Doncaster	PART	GEN	B D
YTC	219a	Barnsley - Doncaster	PART	GEN	B D
YTC	219e	Barnsley - Goldthorpe - Doncaster	YES	GEN	B D
YTC	221	Rotherham - Mexborough - Doncaster	PART	GEN	D R
YTC	226	Barnsley - Wath upon Dearne - Thurnscoe	PART	GEN	B R
YTC	408	Barnsley - Penistone (Penistone Grammar Sch)	YES	SCH	B
YTC	409	Wortley - Penistone (Penistone Grammar Sch)	YES	SCH	B
YTC	410	Barnsley - Penistone	YES	SCH	B
YTC	412	Barnsley - Penistone	YES	SCH	B
YTC	416	Barugh Green - Penistone (Penistone Grammar Sch)	YES	SCH	B
YTC	420	Mapplewell - Penistone	YES	SCH	B
YTC	422	Barnsley - Penistone (Penistone Grammar Sch)	YES	SCH	B
YTC	783	Stocksbridge - Ranmoor	YES	SCH	S
YTC	X19	Barnsley - Doncaster	NO	GEN	B D

South Yorkshire Mayoral Combined Authority
11 Broad Street West,
Sheffield S1 2BQ

southyorkshire-ca.gov.uk

SOUTH YORKSHIRE
SYMCA
MAYORAL
COMBINED
AUTHORITY