

TRANSPORT COMMITTEE

04 JULY 2016

REPORT OF SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE BUS PARTNERSHIP PERFORMANCE UPDATE

Summary

EXECUTIVE SUMMARY

Key performance highlights

Data to end of April 2016, see paragraph 3.6 for targets

Rotherham

- **Journeys** – April journeys are 2.6% above target
- **Punctuality** – April punctuality is 2.6% below target
- **Reliability** – April reliability is 0.2% below target

Sheffield

- **Journeys** – April journeys are 2.2% above target
- **Punctuality** – April punctuality is 0.6% above target
- **Reliability** – April reliability is 0.3% above target

Key actions for 2016/17

- Enhanced engagement between the Partnerships and local authority Highways Management Teams to provide greater potential during planning to reduce impacts on bus services.
- Develop an autumn performance plan, to help improve performance particularly in November and December when the network is most affected by highways congestion.
- Review of bus lane effectiveness, particularly at peak times.
- Review of bus timetable information, to ensure that it is clear and promotes services
- Marketing campaigns to target lapsed and none bus users

1. **Issue**

To share with the Transport Committee the performance of the Rotherham and Sheffield Bus Partnerships, and plans in place to ensure success.

2. **Recommendations**

It is recommended that the Transport Committee note the performance and planned actions.

3. **Background Information**

3.1 There are currently three Voluntary Partnership Agreements (VPA) in South Yorkshire, known as:

- The Doncaster Bus Partnership (DBP), established in May 2016 for 5 years
- The Rotherham Bus Partnership (RBP), established in July 2014 for 5 years
- The Sheffield Bus Partnership (SBP), established in October 2012 for 5 years

A VPA for the Barnsley district area is currently being developed for delivery in January 2017, realising SYPTE's aspiration to extend Partnership working to all areas of South Yorkshire.

3.2 Partnerships bring together Local Authorities, Operators and SYPTE, working together to deliver the following objectives:

- Providing higher quality, reliable, punctual services
- Providing a more stable, clear to understand network that is promoted as a whole
- Providing a more affordable, cost competitive value for money fares and ticket products
- Providing a higher quality customer experience, both on and off bus
- Promoting and marketing the services
- Optimising combined total resources to achieve efficiency
- Minimising the impact of travel on the environment

3.3 Obligations are set out in a VPA which is supported by additional agreements covering areas such as investment, bus timetable co-ordination, data sharing and ticketing.

3.4 As with RBP & SBP, the recently established DBP sets standards for quality which, over the 5 year life of the Partnership, include:

- Reducing the average age of vehicles to 8 years or less
- Increasing to a minimum of 50% of number of fleet vehicles with Euro 5 (or better) emission standards.
- 100% certificated low floor easy access vehicles

- 100% smart enabled ticket machines
- 100% Real Time enabled
- CCTV

At the time of writing this report insufficient data is available to include a DBP performance update, however, this will be included in future reports.

3.5 Key milestones for the Partnership's in the last 12 months include:

- £11m investment in newer buses, introducing the latest Euro 6 emission standards for improved air quality, and providing better reliability, comfort and standards for passengers. Further investment is planned for later in the year.
- Delivery of revised Networks in Sheffield and Doncaster, supporting the aims of the Sheffield City Region Agreement on Devolution (July 2014) in delivering a 'Franchise' style bus network that:
 - is better co-ordinated, for better use of limited resource
 - minimises congestion and pollution by avoiding excess duplication
 - is efficient, being more sustainable to both Operators and the taxpayer
 - continually strives to improve performance of the bus services in terms of reliability and punctuality
 - is integrated, providing access to other services
 - provides a stable platform that will help support economic growth
 - provides a stable platform to encourage modal shift to support patronage growth
 - allows reinvestment to improve access or reduce fares

3.6 The Partnerships work continuously to improve performance and quality standards. The following are some of the key activities being undertaken during 2016/17 to deliver further improvements:

- Enhanced engagement between the Partnerships and local authority Highways Management Teams to provide greater potential during planning to reduce impacts on bus services.
- Develop an autumn performance plan, to help improve performance particularly in November and December when the network is most affected by highways congestion.
- Review of bus lane effectiveness, particularly at peak times.
- Review of bus timetable information, to ensure that it is clear and promotes services.
- Marketing campaigns to target lapsed and none bus users.

3.7 Key Performance Indicators (KPI's) have been established to monitor performance, targets which are set by each Partnership annually for the coming year. KPI Targets for RBP and SBP for 2016/17 are:

Measure	RBP	SBP
Journeys (Patronage)	Slow the rate of decline in bus use to -1.4 % of 2015/16 total *	Slow the rate of decline in bus use to -2.04 % of 2015/16 total *
Punctuality	Improve punctuality by 2% to 88.1%	Improve punctuality by 2% to 86.5%
Reliability	Maintain 99.5%	Improve by 0.6% to 99.5%
Customer feedback	Reduce by 5%	Reduce by 5%

**Nationally (outside London) bus use is in decline; in 2015/16 bus use fell by 3.2% in South Yorkshire.*

3.8 Headline KPI summary results for 2016/17 to date are as follows:

Rotherham

- **Journeys (Patronage)** – April headline performance was better than target (+2.6%), and the full year projection suggests targets will be met (+0.3%). The underlying markets suggest better-than-target performance in fare payers but worse-than-target performance for ENCTS and Child. See **Appendix A** for more detailed graphs and **Appendix E** for details of projections.
- **Punctuality** – April punctuality is below target (-2.6%) and without intervention is projected to be -2.3% below target at year end. See **Appendix B** for more detailed graphs and **Appendix E** for details of projections.
- **Reliability** – April reliability was slightly below target (-0.2%) and without intervention is projected to be -0.3% below target at year end. See **Appendix C** for more detailed graphs and **Appendix E** for details of projections.

Sheffield

- **Journeys (Patronage)** – April headline performance was better than target (+2.2%), and the full year projection suggests this will continue (+3.0%). The underlying markets suggest better-than-target performance in all markets. This translates as +2.0% for fare payers, +6.1% for ENCTS and +0.9% for child. See **Appendix A** for more detailed graphs and **Appendix E** for details of projections.
- **Punctuality** – April punctuality is above target (+0.6%). See **Appendix B** for more detailed graphs and **Appendix E** for details of projections.
- **Reliability** – April reliability was slightly above target (+0.3%) and on-target performance is projected for the end of the year (0.0% variance). See **Appendix C** for more detailed graphs and **Appendix E** for details of projections.

4. **Implications**

4.1 Financial

None.

4.2 Legal

None

4.3 Diversity

None

Appendix A - Patronage
Appendix B - Punctuality
Appendix C - Reliability
Appendix D - Feedback
Appendix E - Scorecards

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Background papers used in the preparation of this report are available for inspection at SYPTE offices, Broad Street West, Sheffield.

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