

## SOUTH YORKSHIRE TRANSPORT USERS GROUP

21 JULY 2015

PRESENT: J Hoare (Chair)  
L Booth (Rotherham TUG), J Brightmore (Ramblers - Sheffield Group), R Fieldhouse (Huddersfield-Penistone-Sheffield RUA), I Jenkinson (Sheffield TUG), M Payling (Member of the Public), N Spetch (Vice-Chair/Rotherham TUG), M Wilson (Member of the Public) and D Wrottesley (Hope Valley Rail User Group)

D Allatt (SYPTTE), C Cocken (SYPTTE), F Johnson (Stagecoach), S Radford (First), G Richards (SCR Combined Authority) and C Roberts (SYPTTE)

M Turner (Sheffield Transport For All)

### 1 APOLOGIES

The Chair welcomed everyone to the July meeting of the South Yorkshire Transport Users Group. No apologies had been received.

### 2 MINUTES OF THE MEETING HELD ON 21 APRIL 2015

It was noted that L Booth's apologies for the last meeting were not recorded in the minutes; this would be corrected before the minutes were published on the website.

C Cocken informed the Group that there had still been no success in recruiting a member from the Barnsley area to the Group.

It was noted that there were still problems with the reliability and punctuality of Tates Travel; it had now been confirmed that the Drivers and Vehicles Standards Agency would undertake a Public Enquiry into the service provision standards currently being provided by Tates Travel.

R Fieldhouse requested that consideration be given to making paper timetables more accessible. At present these were only available from the kiosks which was inconvenient and passengers could not readily see what was available.

D Wrottesley agreed, also commenting on the continued lack of information regarding bus services at Sheffield Railway Station.

M Turner, Sheffield Transport for All, endorsed the need for more accessible paper timetables, commenting that some people with learning difficulties did not have access to the internet and mobile phones; the lack of availability of paper timetables made it very difficult to plan a journey.

Subject to the amendment above, the minutes of the meeting held on 21 April 2015 were agreed as a correct record.

### 3 DEVOLUTION DEAL

Chris Roberts updated the Group with regard to SCR Devolution Deal.

The Deal's public transport commitments included delivering improvements to local bus services by developing an efficient, integrated bus network that would meet the needs of a growing economy, and was financially sustainable for fare payers, the taxpayer and bus operators.

With regard to buses, the detail of the deal focused on improvements in four areas as a means of supporting a growing economy; this must mean growing bus patronage at the same time:

1. A bus network that was co-ordinated, efficient and integrated. The network needed to avoid excessive services (thereby minimising congestion and pollution), allowing buses to be reinvested to improve access to key employment sites and timed to support interchange with trains at local stations. This would mean change, but to manage customers, the process for change must include community consultation.

The Group discussed at length the current consultation in Sheffield regarding changes to the bus network. Members questioned the timing of the consultation which was during the holiday period and also the lack of publicity on some buses and at interchanges.

2. A simplified, single ticket range, attractively priced. The ticket range was too complex and the multi-operator range too expensive. The aim was to simplify and standardise the ticket range and reduce key prices, with operators still setting their own single fares. This would include:
  - A standard geography across all tickets, ideally with a rationalised and reduced number of zones.
  - Available on bus, or bus and rail mode(s).
  - Single, day, 4 week (or month) time periods.
  - Ideally inter-available on all operators, if not a single and all-operator variant of the same ticket types would be needed at negligible premium.
  - Standardised discounts for agreed groups, e.g. child, young people in training, mobility and elderly.
  - Value for money tickets, all available in Smart Card format, ideally purchased through a common retail network.

Members of the Group felt the biggest barrier to flexible travel was the multi/single operator ticket options. Customers in general did not care which operator they travelled with, they just wanted to be able to purchase one ticket for their journey.

I Jenkinson pointed out the need for a cross-border multi-operator ticket noting that some areas in North Derbyshire were included in the Sheffield City Region; he suggested that an enhanced TravelMaster could include such journeys.

3. Transform the customer relationship by integrating customer records, smart ticketing and real time data. This was a long-term aspiration whereby customers could be contacted by email/text message to inform them of delayed or cancelled services and consult with them regarding changes to their bus service and/or timetables.

The Group noted that operators would have to be willing to share customer data and integrate systems which could be an obstacle to progress; there would also be data protection issues to work through.

#### 4 SHEFFIELD CITY REGION

D Allatt informed the Group of the new Strategy Hub that would be responsible for the co-ordination, development and delivery of SCR's transport strategy and policy functions; this was currently delivered by SYPTE but would shortly move to the SCR Executive Team.

The move followed the SCR's £320 million Growth Deal and Sheffield devolution agreement secured last autumn, and was focused on making the strategic case for investment in SCR and the delivery of the region's transport element of the Northern Powerhouse and other key national transport agenda e.g. HS2 and city connectivity.

Members expressed disappointment on the delay to electrification of the railways due to the recently announced review of Network Rail and questioned whether this would affect the tram/train project.

D Allatt replied that the programme was proceeding as planned and was not part of the review of Network Rail.

#### 5 UPDATE FROM OPERATORS

Both First and Stagecoach had experienced severe problems in Doncaster with roadworks and bridge repairs and had put in extra resources to try and mitigate the problems. There had been minor service changes to improve punctuality.

#### 6 COMBINED AUTHORITY/TRANSPORT COMMITTEE BRIEFING

The Group noted a written update from the Combined Authority and Transport Committee meetings from April to June 2015.

#### 7 FORWARD PLANNER

The Group noted the Forward Planner.

It was requested that representatives responsible for operating Sheffield and Doncaster railway stations be invited to a future meeting of the Group.

8 DATE OF NEXT MEETING

The next meeting of the Transport Users Group will be at 10.30am on 20 October 2015 at a venue to be arranged.