

CONSULTATION PROCESS AND FEEDBACK - EXECUTIVE SUMMARY

This executive summary presents a brief overview of the public and stakeholder consultation on proposals to optimise the Sheffield bus network, undertaken by SYPTE on behalf of Sheffield Bus Partnership.

1. Context and Purpose of Consultation

Sheffield City Region's Devolution Deal commits to delivering an efficient and integrated bus network that will:

- improve key routes into the city centre to remove excess services, keep traffic flowing, aid faster bus journey times and minimise congestion and pollution;
- reinvest of services to improve access to employment and training sites and other public transport modes;
- aid the introduction of a simple, affordable commercial fare structure and inter-operable smart ticketing scheme

Public and stakeholder views have been sought on network plans developed by Sheffield Bus Partnership to meet this objective.

2. The Consultation

The Sheffield Bus Partnership network consultation was undertaken by SYPTE on behalf of Sheffield Bus Partnership from 6 - 31 July 2015.

The consultation covered three primary areas in order to further understand the travel needs of respondents and how the proposed changes would impact on their bus journey – About You, Your Travel, Your Ticket.

People could take part online at travelsouthyorkshire.com/sbp, via paper feedback forms available from Sheffield and Rotherham Interchanges, and at consultation drop-in sessions across Sheffield.

3. Consultation methodology

The consultation reached an audience of approximately 50,000 people. The following section lists activities undertaken as part of the consultation process.

Online

The consultation was hosted on a dedicated webpage on the Travel South Yorkshire (TSY) website (travelsouthyorkshire.com/sbp). A 'coming soon' news story and banner on the TSY website raised awareness of the consultation before it started between 2 and 5 July. A 'take part now' news story and banner publicised the consultation when it was live, 6 - 31 July.

A direct link to the consultation webpage was supplied on all forms of communication. The travelsouthyorkshire.com/sbp page received 20,706 views, 15,931 visits and 11,846 visitors

between 1 and 31 July. It was the eighth most popular page on the Travel South Yorkshire website during this time.

The consultation was promoted via a banner on operator websites and sheffieldbuspartnership.co.uk/

Paper copies

Paper copies of the consultation questionnaire and North and South Sheffield Network Map and Guides were available from the Customer Service Desks at Sheffield, Meadowhall, Arundel Gate, Hillsborough, Dinnington and Rotherham Interchange, and at the consultation drop-in events. 14,000 copies of the Network Maps (7,000 of each) were produced and distributed as required. People could contact Traveline or email the dedicated consultation email address sheffieldbuspartnership@sypte.co.uk if they required information in an alternative format.

Drop-in events

Thirteen drop-in consultation events staffed by Sheffield Bus Partnership representatives were held at Interchanges and community venues across Sheffield between 6 and 22 July. The drop-in events provided people with the opportunity to ask questions about the consultation, to receive assistance in completing the consultation questionnaire, or to take away information in paper format.

Venue	Date	Time
Woodseats Library	6 July	4 – 6.30pm
Meadowhall Interchange	8 July	4 – 6.30pm
Bradway Community Hall	10 July	4 – 7pm
Chapelton Community Centre	11 July	12.15 – 2.15pm
Ecclesfield Library	13 July	4 - 6.30pm
Fox Hill Involve Community Hub	14 July	4 – 7pm
Firth Park Centre For Life	15 July	4 – 6.30pm
Woodhouse Library	16 July	3 – 5.30pm
Sheffield Interchange	17 July	4 – 6.30pm
Arundel Gate Interchange	18 July	2 – 4.30pm
Crystal Peaks Library	20 July	3 – 5.30pm
Hillsborough Interchange	21 July	4 – 6.30pm
Bents Green Methodist Church	22 July	4 – 7pm

Media

Three news releases were issued about the consultation on 1, 8 and 28 July. Extensive print coverage in local newspapers, including the Sheffield Star and Sheffield Telegraph, had an article reach of over 595,155 people and an Advertising Value Equivalency (AVE) of £21,514. The consultation was regularly covered on BBC Radio Sheffield (276,000 weekly listeners). Community websites such as Open Dore and Crosspool News featured details of the consultation. Sheffield's talking newspapers were included in the news release distribution list.

Social media

TSY Twitter and Facebook accounts were used throughout the consultation to promote participation. Five Tweets signposting to the consultation from the @TravelSYorks Twitter account were seen by 13,638 people (referred to as 13,638 Tweet 'impressions'), 221 people engaged with the Tweets (@ mention, retweet, favourite or follow), and 149 clicked through to the consultation webpage (travelsouthyorkshire.com/sbp).

Seven TSY Facebook posts promoting the consultation reached 9,453 people and achieved 440 clicks and 79 likes, comments or shares. Community Facebook Groups such as Only in Meersbrook (1,501 members) also featured the consultation.

A discussion thread about the consultation on Sheffield Forum received 19,011 views and 201 posts.

E-marketing

A dedicated TSY email newsletter about the consultation was delivered to 16,379 contacts via the TSY e-marketing database (Traction) on 10 July and had an open rate of 3,623 (22%) and a click through rate of 982 (6%), achieving above average email marketing standards. An additional email went to 3,204 contacts registered for timetable updates in Sheffield on 28 July and had an open rate of 2,359 (74%) and a click through rate of 745 (23%).

Posters

Posters were put up at Interchanges in Sheffield and Rotherham, and on board First and Stagecoach buses. Two posters were produced. One that encouraged people to take part via the consultation website and another that listed the consultation drop-in events.

Passenger Information Displays

Real Time Information displays at bus stops/shelters across Sheffield displayed a message encouraging people to take part in the consultation. A message was displayed on electronic screens at Interchanges in Sheffield.

Disability groups

78 emails or letters went out to a variety of disability groups across Sheffield, including The Alzheimers Society, The National Autistic Society, The Stroke Association and Transport 4all. The letter asked groups to share the consultation with their members. It informed them that the Sheffield Bus Partnership team could call people to go through the consultation over the phone if required. A separate drop-in event was arranged specifically for members of the Sheffield Royal Society for the Blind (SRSB) at their request.

Community groups

160 emails or letters were sent to various community groups and touch points across Sheffield, including Sheffield 50+, Sheffield on the Move, Together Housing Group and Job Centre Plus. Contacts within the local authorities were asked to promote it through their community links. Many of these groups included people with protected characteristics, such as age.

Transport user groups

62 emails or letters were sent to three Transport User Groups that exist in Sheffield. The members of these groups represent various community groups and disabled, young and older people. Transport User Groups were asked to respond to the consultation and to help promote it within the wider community.

MPs, Councillors and Parish Councillors

93 emails or letters were sent to all Sheffield MPs, Councillors and Parish Councillors asking them to take part and to encourage their constituents to give their views.

4. The respondents

Sheffield annual bus patronage figures	Total
Pre-SBP	55,149,946
Year 1	55,666,325
Year 2	56,204,265
Year 3 (to date, Q1 – Q3)	40,956,634

2,458 respondents took part in the Sheffield Bus Partnership network consultation, including 2,331 responses from members of the public and 42 responses from organisations or groups. Organisations that made representation include Sheffield Children's Hospital, Sheffield 50+, Sheffield Royal Society for the Blind, University of Sheffield and Sheffield Teaching Hospitals, 85 respondents chose not to indicate whether they were an individual or a group in their response.

1,759 of the overall submissions were via the online survey and 699 in paper format. Nine petitions were also received.

Petitions			
Service	Reason	Lead petitioners	Signatures
SL2	Stannington – maintain service	Trade Union Socialist Coalition (TUSC), Socialist Party, Freedom Riders	314
19 & 20A	Norton Lees - no change to current service, later evening and a Sunday service.	Trade Union Socialist Coalition (TUSC), Socialist Party, Freedom Riders	132

Petitions			
Service	Reason	Lead petitioners	Signatures
19 & 20A	Norton Lees - no change to current service, later evening and a Sunday service.	Cllr Ian Aukland, Graves Park Ward	474
-	Norfolk Park – reinstate service on Park Grange Road	Norfolk Park Tenants and Residents Association	19
70	Dore - service to operate via Hallamshire Hospital/provide peak time journeys	Dore Village Society	953
70 & 51	Arbourthorne – maintain service and access to junior school	Cllr Mike Drabble, Arbourthorne Ward	838
42	Crystal Peaks – reinstate link to Crystal Peaks and Dyke Vale Road	T.W Matthews	212
55	Birley – access to medical centre	Birley Medical Centre	70
55	Birley – access to medical centre	Birley Medical Centre	79

The response rate compares favourably to previous consultations of similar scale undertaken by SYPTE. The Doncaster Quality Contract (QC) consultation in 2009 received 1,228 responses over a four-month period. The Sheffield and South Rotherham consultation in 2010 received 1,043 responses, and the SYPTE Have Your Say budget consultation in 2014 received 1,570 responses.

Postcodes where the highest volume of responses came from are S6 (13.2%), S8 (10.9%), S17 (9.8%) and S11 (6.9%).

The majority of respondents belonged to the 65-74 age category (23.8%), followed by 15.4% in the 45-54 category and 15.0% aged 75+.

Q1.1 Age category	Not stated	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
Respondents	2.5%	4.4%	7.3%	11%	15.4%	9.3%	11.2%	23.8%	15%

The high number of respondents in the 65-74 and 75+ age categories (38.8%) is not comparable to the percentage of this age demographic within Sheffield's population in 2015 (16%) or therefore representative of the wider population and other age demographics in the city.

Age category	0-19	20-24	25-29	30-64	65+
Sheffield population	135,400 (24%)	61,200 (11%)	42,000 (7%)	236,400 (42%)	92,000 (16%)

1,449 (61%) of respondents indicated they were female and 921 (39%) male. This ratio is

reflective of Fares surveys taken in 2014/15, which indicated 55% of South Yorkshire bus users were female and 45% male. Sheffield's population in 2015 is 50.35% female and 49.65% male.

688 (28%) of the respondents said they considered themselves to have a disability or ticked a disability/health condition option. This is a slightly higher percentage of respondents than the 21.9% of bus users that indicated in SYPTE's last Passenger Satisfaction Survey (May 2015) that their day-to-day activities are limited because of a health problem or disability. The Passenger Satisfaction Survey takes a county wide sample of respondents and is designed to be representative of the South Yorkshire population.

SYPTE's Passenger Satisfaction Survey (May 2015)	User	Non-user	All	User	Non-user	All
Day-to-day activities ARE NOT limited because of a health problem or disability which has lasted, or is expected to last, at least twelve months.	264	74	338	78.1%	85.1%	79.5%
Day-to-day activities ARE limited because of a health problem or disability which has lasted, or is expected to last, at least twelve months.	74	13	87	21.9%	14.9%	20.5%

The two main disability/health conditions indicated by SBP consultation respondents were mobility related (17.4%) and hidden disability (5.9%).

Q1.4 Which relate to your Disability/health condition?	Respondents %
Mobility related	17.4%
Visibility related	3.6%
Hearing related	4.1%
Hidden disability	5.9%
Learning disability	1%
Mental health service user	1.5%
Speech/language impediment	0.4%
Other	3.6%
Prefer not to say	1.9%

The data provided in the About You section of the consultation allows us to make sure responses received are broadly representative of the wider population and helps us understand specific needs in more detail. Approximately 2.5% of respondents chose not to give all of their personal details in this section.

5. Summary of consultation responses

The consultation asked respondents to tell us about how they currently travel, what they thought about any proposed changes to their bus service, and asked about the type of ticket they currently use.

5.1 Your travel

The Your Travel section of the consultation asked respondents about how they currently travel and what they thought about any proposed changes to their bus service.

The majority of our respondents (2,329/ 98%) told us they currently use the bus and 41 (2%) said they did not. The main reason that would make respondents use the bus more was a more reliable service (1,528/ 35%) and more frequent buses (1,330/ 31%). Cheaper tickets would be an incentive for 649 (28%) respondents. However, when asked about the type of ticket they use (Q3.2) 46% of respondents indicated they currently use a senior/disabled pass to travel. A cheaper ticket may therefore not be an incentive for respondents' that currently use a senior/disabled pass.

Q2.2 What would make you use the bus more?	Respondents
More frequent buses	1,330
Cheaper tickets	649
Better connections	852
More reliable service	1,528
<i>Total respondents</i>	<i>2,329</i>
<i>Total responses (Multiple/omitted answers allowed)</i>	<i>4,359</i>

Respondents were asked how often they would use their bus service on the proposed new network and what they would use it for. 1,215 (41%) of respondents told us they would use the service 5 or more days a week, 778 (26%) 3-4 days a week, 618 (21%) 1-2 days a week, 139 (5%) once a fortnight, 103 (3%) once a month, and 106 (4%) less than once a month.

The majority of respondents would use the service for shopping (2,029/ 21%), the second largest use was for social/leisure (1,796/ 19%) and the smallest use amongst responders was for accessing education (277/ 3%).

Q2.6 For what purpose(s) would you use this service?	Respondents
Work	1,254
Education	277
Shopping	2,029
Visiting friends/relatives	1,313
Hospital/doctors	1,529
Social/leisure	1,796
Personal business (e.g. bank)	1,271
<i>Total respondents</i>	<i>2,329</i>
<i>Total responses (Multiple/omitted answers allowed)</i>	<i>9,469</i>

The latest quarterly employment figures from the Office for National Statistics (released March 2015) state 24,000 people are unemployed in Sheffield, a rate of 8.4% compared to the UK rate of 6%. The Jobseekers allowance claimant count in Sheffield for June 2015 was 9,743. The consultation did not ask for the employment status of responders, which could impact on purpose for bus service use. The majority of respondents (46%) also told us they currently use a senior/disabled pass to travel (see section 5.2 Your Ticket, Q3.2), which could also impact on purpose for bus service use listed. For example, senior pass holders of pensionable age may not use the bus to travel to work or education.

The consultation wanted to understand how respondents thought the proposed changes would impact on their bus journey. Most people (1,729/ 59.3%) said that the changes would make their journey much worse. 508 respondents (17.4%) thought there wouldn't be an impact and 104 (3.6%) said their journey would improve a lot.

The most commented upon service on the proposed network is 70 (306 comments). This was followed by service 84 (122 comments), SL2 (111 comments) and 19 (105 comments). A high volume of comments was also made about services 81 and 20a. The majority of respondents for each of these services told us the proposed changes would make their service much worse.

(SYPTe's response to these comments is provided in the main report)

Q2.7 How will the proposed changes impact your journey?	Respondents %
Improve a lot	104/ 3.6%
Improve a little	119/ 4.1%
Neither	508/ 17.4%
Make a bit worse	457/ 15.7%
Make much worse	1,729/ 59.3%
<i>Total respondents (Multiple/omitted answers not allowed):</i>	<i>2,917</i>

5.2 Your ticket

Sheffield Bus Partnership patronage figures for year 3 to date (Q1–3) indicate 40,956,634 journeys have been made that profile as 24,596,652 non-concessionary, 11,288,050 ENCTS Senior, and 5,071,932 other concessionary (e.g. child, student, ENCTS Disabled).

Sheffield bus user profile – annual patronage				
Period	Non-concessionary	Concessionary - Senior	Concessionary - Other	Total
Pre-SBP	31,115,757	17,212,592	6,821,596	55,149,946
Year 1	33,107,147	16,321,769	6,237,409	55,666,325
Year 2	34,026,644	15,960,808	6,216,813	56,204,265
Year 3 (to date)	24,596,652	11,288,050	5,071,932	40,956,634

The Your Ticket section of the consultation wanted to understand travel patterns, the type of ticket people currently use and whether they would pay more for a multi-operator ticket.

Respondents were asked how often they travel using different bus operators. A high percentage (1,308/ 57%) said they frequently travel using different operators, 794 (35%) infrequently travelled using different operators, and 182 (8%) always use the same bus operator (never travel using different operators).

When asked about the type of ticket that they use, the majority of respondents (1,107/ 46%) told us they currently use a senior/disabled pass to travel. Tickets valid on one bus operator have the second highest use (833/ 35%) and multi-modal tickets are the least used amongst responders (233/ 10%).

Q3.2 Which ticket do you currently use to travel?	Respondents
Senior/ disabled pass	1,107
Ticket valid for only one bus operator	833
Ticket valid for any bus operator	234
Multi-modal ticket (i.e. bus, tram and train)	233
<i>Total respondents (Multiple/omitted answers allowed):</i>	2,407

Respondents that indicated they currently used a ticket valid for only one bus operator were asked to respond to two further questions (Q3.3 and Q3.4) that asked why they buy this type of ticket, and how much more they would be willing to pay for a multi-operator ticket.

Respondents to question Q3.3 stated their main reason (530/ 60%) for buying a single operator ticket was that there is only one operator on the route they use. 145 (16%) said they have a choice of operators but they choose their ticket based on services or performance, and 216 (24%) said it was better value for money.

The consultation's final question (Q3.4) asked how much more respondents would be willing to pay for a multi-operator ticket allowing them to use all buses. The majority (767/ 68%) said nothing, 264 (24%) were willing to pay 5% more and 91 (8%) said 10% more.

The high percentage (68%) of respondents to Q3.4 that indicated they would not be willing to pay more for a multi-operator ticket is expected given the majority of respondents (60%) stated in Q3.3 that their main reason for buying a single operator ticket was that there is only one operator on the route they use.

Q3.4 How much more would you be willing to pay for a multi-operator ticket allowing you to use all buses?	Respondents
Nothing	767/ 68%
5% more	264/ 24%
10% more	91/ 8%
Not stated	1,332
<i>Total respondents to Q3.4:</i>	2,454

6. Next steps

- The feedback from the Sheffield Bus Partnership network consultation has been used to inform bus service changes, the details of these are given in the main report.
- Lessons Learnt – SYPTTE will reflect on the feedback received on the consultation process used to ensure, as far as practicable, lessons learnt from this exercise are incorporated in to proposals for future similar exercise.
- This Executive Summary is part of the report which informs the Transport Committee of the findings of the consultation.

Recommended network amendments following consultation feedback

2,458 responses were received, 1,759 via the online form and 699 (28.4 %) on paper survey sheets. Key consultation responses received and main areas of concern (which have received at least 20 individual responses) are indicated below with the action proposed by SYPTE and the operators. However, all services have been assessed regardless of response numbers

Service number	Route - areas served	Number of comments	Issues	Action proposed Y/N	SYPTE action in association with operators
All services	<p>General comments not identifiable against anyone service</p> <ul style="list-style-type: none"> • Many people commented that given the hilly nature of Sheffield, buses need to go close to people's homes, as older and mobility impaired people cannot walk a relatively small distance to a bus stop if it is up a hill. • The need for more interchange between buses has also attracted attention; fare paying passengers view this as meaning their travel costs will go up, either due to the need to buy two single tickets, or because they will need to start purchasing multi operator tickets. Many older people have commented that they use buses to do their shopping, and getting on and off more buses will make the journey more difficult. It will also make journeys more difficult for the blind and visually impaired, as they have trouble in seeing bus numbers and boarding/alighting at the correct stop, and having to travel on unfamiliar routes will be difficult. • The numerous changes to service numbers are seen as unnecessarily confusing, especially to the elderly, who may have more trouble getting used to new routes and numbers. • 107 Respondents mentioned the consultation and 44 felt that the consultation had not been well enough publicised; it was commented that there was little promotion on buses or trams, and that some of the drop in sessions had been held before people even knew about them. The fact that it was held during July, when people are likely to be on holiday, also attracted criticism. • Some people stated that they assumed this was a cost cutting exercise, and would rather this was acknowledged, rather than it being promoted as a network wide improvement. • People who filled in the paper surveys, or sent additional comments directly via email, stated that they had encountered problems with the online survey, mostly saying they had been unable to get past the first page. • Despite it not being part of this consultation, many people have called for paper timetables to be available again. 	61 plus representation from the following partner organisations: Sheffield Children's Hospital, Sheffield 50+, Sheffield Royal Society for the blind, The University of Sheffield and Sheffield Teaching Hospitals. Details of petitions are listed below separately.	<p>Proposals</p> <ul style="list-style-type: none"> - A more stable and viable network that protects the more vulnerable services and reduces the potential call on SYPTE revenue budget. - An efficient network that has enabled operators to reduce the cost of Multi-Operator fares and form the basis for future investment by the private sector. - A network for Sheffield that responds to the majority of points raised during the recent consultation. - A simplified ticket range which still gives scope for commercial offers for Operators. - Service number changes to make high frequency services the lowest numbers and coordinate services along common corridors. <p>Concerns</p> <ul style="list-style-type: none"> - General issues around punctuality and reliability - Service number changes are a concern for vulnerable groups 	Yes	<p>Changes</p> <p>Service number changes will not be implemented if the service remains predominately unchanged. Discussions are underway to limit the number of service changes from the current services.</p> <p>Where a service is mainly unchanged, to either the north or the south of the city, the service number will not be changed except where it is altered to be similar to another existing service and where they have a coordinated timetable.</p> <p>Service letter suffix "A" and "B" will be amended to lower case "a" and "b" so that those with a visual disability can better determine the route number and not confuse A & B with 4 & 8.</p> <p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p> <p>Those that either require interchange between services or modes currently or as part of the new network will be able to use the reduced price multi operator ticketing to limit and even reduce any financial impact.</p>
1/1A	(1) High Green - Chapelton - Ecclesfield village - Firth Park - Burngreave - Sheffield - Newfield Green - Hensworth - Norton - Jondarthorpe/Batemoor (1A) High Green - Ecclesfield Common - Sheffield Lane Top - Longley - Northern General - Burngreave - Sheffield - Newfield Green - Hensworth - Herdings	Intervention Identified - 7 comments	<p>Proposals</p> <ul style="list-style-type: none"> - New route providing a combined 6 minute service along common sections. - New service replaces previous uncoordinated services 48, 75, 79/79A and 87 <p>Concerns</p> <ul style="list-style-type: none"> - Changes to the routes around Greengate Lane and delays at Longley Hall Road 	Yes	<p>Changes</p> <p>Route to be reviewed to better serve Greengate Lane by reinstating service routes along Worrall Road and School Road.</p> <p>Mitigation/Comments</p> <p>Service 9/9A to provide Longley Hall Road service with 1A removed from the estate.</p>
2A	Ecclesfield - Parson Cross - Southey Green - Firshill - Pitsmoor - Sheffield - Abbeydale - Greenhill - Low Edges	21	<p>Proposals</p> <ul style="list-style-type: none"> - New route providing a combined 10 minute service along common sections with service 1A. - New service replaces previous uncoordinated services 83, 87 and 97/98 <p>Concerns</p> <ul style="list-style-type: none"> - Reduced number of buses per hour 	No	<p>Mitigation/Comments</p> <p>Number of buses per hour is appropriate to meet current and expected demand. Alternative services also provided on service 4, 4A, 8 and 19.</p>

Service Number	Route - areas served	Number of commitments	Issues	Action proposed Y/N	SYPTF action in association with operators
2	Ecclesfield - Parson Cross - Southey Green - Firshill - Plismoor - Sheffield - Abbeydale - Millhouses	24	<p>Proposals</p> <ul style="list-style-type: none"> - New route providing a combined 10 minute service along common sections with service 2A. - New service replaces previous uncoordinated services 83, 87 and 97/98 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of link between Millhouses and Ecclesall Road shops/Botanical Gardens. Some comments welcome the change. - Reduced number of buses per hour 	Yes	<p>Changes</p> <p>Service 82 (every 20 minutes) that operates via Ecclesall Road to be extended to cover Millhouses with service 2A removed.</p> <p>Due to extending service 82 the loop, proposed as anticlockwise will have to operate clockwise in order to continue to serve the Knowle Lane terminus.</p> <p>Mitigation/Comments</p> <p>Number of buses per hour is appropriate to meet current and expected demand.</p>
3	Neather Edge - Sheffield - Burngreave - Northern General - Firth Park - Wincobank - Meadowhall	20	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing service 22 and 76 every 10 minutes and diverted to provide a new Meadowhall-Northern General-Hospital link. <p>Concerns</p> <ul style="list-style-type: none"> - New link to Northern General welcomed - General issues around punctuality and reliability - Number of buses per hour in an evening and Sunday reduced 	No	<p>Changes</p> <p>Changes are generally welcomed with new link to NGH from Meadowhall interchange (bus/train/tram links)</p> <p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p> <p>Number of buses per hour is appropriate to meet current and expected demand.</p>
4/4A	(4) Low Edges - Meadowhead - Heeley - Queens Road - Sheffield - Manor Park - Stradbroke - Woodhouse	73	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing 22, 25/25A and 53 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of service at Broadway (Longford Road) - Stopping locations in Lowedges - Reduced number of buses per hour 	Yes	<p>Changes</p> <p>Service 4A will be extended to operate to Longford Road.</p> <p>Stops to be reviewed in Lowedges with new stop on Gervase Road to be investigated.</p> <p>Mitigation/Comments</p> <p>Number of buses per hour is appropriate to meet current and expected demand.</p>
9/9A	Totley Brook (9) Totley (9A) - Abbeydale - Highfields - Sheffield - Burngreave (Scott Road) - Northern General - Southey Green - (9A via Donovan Road) - Wadsley Bridge - Hillisborough	23	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing 20A, 97 and 98 <p>Concerns</p> <ul style="list-style-type: none"> - General issues around punctuality and reliability - Request to serve Longley Hall Road 	Yes	<p>Changes</p> <p>Service 9/9A to be included on Longley Hall road with changes to service 1A as both services not required.</p> <p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p>
10/10A	Manor Top - Arbourthorne - Heeley Green - Nether Edge - Endcliffe - Broomhill - Hallamshire Hospital - Crookesmoor - Upparhorpe - Sheffield - Manor Park - Manor Top	25	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route serving Endcliffe between Broomhill and Hunters Bar <p>Concerns</p> <ul style="list-style-type: none"> - Punctuality concern at peak times with services operating via Broomhill. - Request to operate half hourly (currently every 60 minutes) 	Yes	<p>Changes</p> <p>Peak hour journeys to operate as now via Brocco Bank. No loss of service level for Endcliffe based on current service provision.</p> <p>Mitigation/Comments</p> <p>Number of buses per hour is appropriate to meet current and expected demand.</p>

Service number	Hourly - areas served	Number of comments	Issues	Action proposed Y/N	SYPRTE action in association with operators
18	Meadowhall - Darnall - Manor Top - Gleadless - Graves Park - Woodseats	36	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing 20A and 38 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of bus link to the city centre without changing buses - Number of buses per hour is not enough - Link to Meadowhall welcomed but other new links requested. 	Yes	<p>Changes</p> <p>Service 18 extended to the city centre via the 19 route at Hollythorpe. Evening and Sunday service also confirmed.</p> <p>Mitigation/Comments</p> <p>Current patronage cannot support a service more than every 60 minutes.</p>
19	Sheffield - Heeley Green - Norton Lees - Woodseats - Chancet Wood	105 plus a 476 and a separate 132 signature petition raising the concerns shown and those shown on service 20A (below)	<p>Proposals</p> <ul style="list-style-type: none"> - Route unchanged but frequency reduced from 30 to 60 minutes <p>Concerns</p> <ul style="list-style-type: none"> - Number of buses per hour is not enough - No evening service 	Yes	<p>Changes</p> <p>Evening and Sunday service confirmed as part of the service 18 extension.</p> <p>Service 2A will no longer serve Millhouses to reinstate link to Ecclesall Road. Service to be sent to Chancetwood every 30 minutes (daytime)</p> <p>Mitigation/Comments</p> <p>Current patronage cannot support a service more than every 60 minutes.</p>
20A	Hillsborough - Sheffield - Hemsworth	86 plus a 476 and a separate 132 signature petition raising the concerns shown and those shown on service 19 (above)	<p>Proposals</p> <ul style="list-style-type: none"> - Service replaced by 9A/18/20 <p>Concerns</p> <ul style="list-style-type: none"> - General issues around punctuality and reliability - Loss of bus link to city centre without changing buses - Number of buses per hour is not enough 	Yes	<p>Changes</p> <p>Service 18 extended to the city centre via the 19 route at Hollythorpe. Chancetwood estate covered by hourly service 2A.</p> <p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p> <p>Current patronage cannot support a service more than every 60 minutes.</p>
20	Ecclesfield - Parson Cross - Southey Green - Northern General Hospital - Burngreave - Sheffield - Lowfields - Heeley - Norton Lees - Hemsworth	59	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route replacing 97/98 between city centre and Ecclesfield <p>Concerns</p> <ul style="list-style-type: none"> - General issues around punctuality and reliability - Loss of some cross city links - Frequency improvement is welcomed 	Yes	<p>Changes</p> <p>Minor route changes to 9/9A, 78/79 and 35 to reinstate requested links.</p> <p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p>

Service number	Roads - areas served	Number of comments	Issues	Action proposed Y/N	SVYTE action in association with operators
25	Bradway - Sheffield - Woodhouse	25	<p>Proposals</p> <ul style="list-style-type: none"> - Service replaced by 4/4A and M17 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of service at Bradway (Longford Road) - Stopping locations in Lowedges 	Yes	<p>Changes</p> <p>Service 4A will be extended to operate to Longford Road.</p> <p>Stops to be reviewed in Lowedges with new stop on Gervase Road to be investigated.</p> <p>Mitigation/Comments</p> <p>Number of buses per hour is appropriate to meet current and expected demand.</p>
31/31A	Sheffield - Upperthorpe - Walkley (31A via Langset Crescent) - Hillsborough - Wisewood (31) - Loxley	28	<p>Proposals</p> <ul style="list-style-type: none"> - 31A will run to Loxley via Rodney Hill <p>Concerns</p> <ul style="list-style-type: none"> - Early morning buses from Loxley to city - Slower journey time to city centre 	Yes	<p>Changes</p> <p>Service 61 and 62 extension to the city centre approximately every 30 minutes from Hillsborough (60 minutes in Loxley) during the daytime on a commercial trial basis for 12 months.</p> <p>Early morning journeys to be introduced on service 31 to replace current journeys on service 64.</p> <p>Mitigation/Comments</p> <p>Journey time to the city centre is approximately 6 minutes longer. Passengers wishing to change at Hillsborough interchange can access services using Langsett Road to the city centre.</p>
36	Meadowhall - Attercliffe - Firth Park - Longley - Shirecliffe - Hillsborough	26	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route via Attercliffe Retail Park and terminating at Meadowhall <p>Concerns</p> <ul style="list-style-type: none"> - Lost links from Longley Half Road - Splitting of route at Meadowhall is welcomed to address punctuality 	Yes	<p>Changes</p> <p>Service to be amended to include the Longley Half Road estate. Service switched with the 35 at Stubbin Road to accommodate additional mileage.</p>
42	Meadowhall - Brightside - Sheffield - Manor Top - Frecheville - Dyke Vale Road	31 plus a 212 signature petition raising the loss of the link to Crystal peaks	<p>Proposals</p> <ul style="list-style-type: none"> - Service number changes to make high frequency services the lowest numbers and coordinate services along common corridors. <p>Concerns</p> <ul style="list-style-type: none"> - Loss of link to Crystal Peaks - General issues around punctuality and reliability 	No	<p>Mitigation/Comments</p> <p>Service 42 can be used every 30 minutes to connect with service 120 (every 5 minutes) to link to Crystal Peaks</p>
51	Lodge Moor - Crosspool - Broomhill - University - Sheffield - Arbourthorne - Gleadless - Charnock	45	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route via East Bank Road instead of Eastern Avenue <p>Concerns</p> <ul style="list-style-type: none"> - Service 70 (every 30 minutes) is not enough on Arbourthorne Road - More direct service to city, avoiding Arbourthorne Road, is welcomed. - No direct link from Gleadless Common to school on Arbourthorne Road 	Yes	<p>Changes</p> <p>Service 42 amended to operate via East Bank Road and Eastern Avenue to provide an additional 2 buses per hour in addition to the service 70 (2 buses per hour). School journeys will be considered if there is an identifiable need.</p> <p>Mitigation/Comments</p> <p>Conflict of different needs. Arbourthorne Road within approved walking criteria of service 51 and Superram. Service 70 provides direct link to the city centre as now on service 51 and will now have 4 buses per hour with service 42 and 70.</p> <p>The revised service 51 will serve stops 300m from the school.</p>

Service number	Route - areas served	Number of comments	Issues	Action proposed Y/N	SVPT action in association with operators
52	Hillsborough - Crookes - Broomhill - University - Sheffield - Darnall - Handsworth - Woodhouse Station - Woodhouse	23	<p>Proposals</p> <ul style="list-style-type: none"> - Route unchanged <p>Concerns</p> <ul style="list-style-type: none"> - General issues around punctuality and reliability - Positive feedback about the service 	Yes	<p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p>
53	Ecclesfield - Sheffield - Low Edges - Bradway	50	<p>Proposals</p> <ul style="list-style-type: none"> - Service replaced by services 4/4A and 5 <p>Concerns</p> <ul style="list-style-type: none"> - Proposals welcomed - Early morning buses from Loxley to city - Slower journey time to city centre 	Yes	<p>Changes</p> <p>Service 61 and 62 extension to the city centre approximately every 30 minutes from Hillsborough (60 minutes in Loxley) during the daytime on a commercial trial basis for 12 months.</p> <p>Early morning journeys to be introduced on service 31 to replace current journeys on service 84.</p> <p>Mitigation/Comments</p> <p>Journey time to the city centre is approximately 6 minutes longer. Passengers wishing to change at Hillsborough interchange can access services using Langsett Road to the city centre.</p>
55	Sheffield - Gleadless - Mosborough - Crystal Peaks	79 signature petition from the medical centre plus a 70 signature petition asking for the 55 to run to the doctors, shops, hospital and for a longer period each day	<p>Proposals</p> <ul style="list-style-type: none"> - Service 55 change was implemented in January 2015 to address punctuality issues on the service and no longer passed the medical centre as a result. - As part of the consultation Service 84A will replace the 55 on Moorhouse Way and provide the direct link to the medical centre. Other sections of the 55 do not have direct access. <p>Concerns</p> <ul style="list-style-type: none"> - No direct link if on the 55 to the medical centre 	No	<p>Changes</p> <p>No changes are proposed post consultation.</p> <p>Mitigation/Comments</p> <p>Service 55 passengers, not on the new 84A, can change buses at the same/adjacent stop onto the tram service or service 84/84A to then travel to the medical centre.</p>
70	Sheffield - Arbourthorne - Manor Top - Richmond Park - Catcliffe	69 plus a 338 signature petition asking for the changes to not occur in Arbourthorne	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route via Eastern Avenue instead of East Bank Road <p>Concerns</p> <ul style="list-style-type: none"> - General issues around punctuality and reliability - Service 70 (every 30 minutes) is not enough on Arbourthorne Road - No direct link from Gleadless Common to school on Arbourthorne Road 	Yes	<p>Changes</p> <p>Service 42 amended to operate via East Bank Road and Eastern Avenue to provide an additional 2 buses per hour in addition to the service 70. School journeys will be considered if there is an identifiable need.</p> <p>Mitigation/Comments</p> <p>Conflict of different needs. Arbourthorne Road within approved walking criteria of service 51 and Supertram. Service 70 provides direct link to the city centre as now on service 51 and will now have 4 buses per hour with service 42 and 70.</p> <p>The revised service 51 will serve stops 300m from the school on East Bank Road which is within the accepted walking distance to bus stops.</p>
78	Sheffield - Owlerton - Foxhill - Burncross - Chapeltown - High Green - Greenoside - Foxhill - Owlerton - Sheffield	30	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing current 79, 79A and 85 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of link to Hillsborough - Reduced service on Wilcox Road 	Yes	<p>Changes</p> <p>Service changes to 78/79 to restore link to Hillsborough and increase number of buses on Wilcox Road.</p>

Service number	Route - areas served	Number of comments	Issues	Action proposed Y/N	ByPTE action in association with operators
79	Sheffield - Owlerton - Foxhill - Grenoside - High Green - Chapeltown - Burncross - Foxhill - Owlerton - Sheffield	30	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing current 79, 79A and 85 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of link to Hillsborough - Reduced service on Wilcox Road 	Yes	<p>Changes</p> <p>Service changes to 78/79 to restore link to Hillsborough and increase number of buses on Wilcox Road.</p>
78/79	Sheffield - Owlerton - Foxhill - Burncross - Chapeltown - High Green - Grenoside - Foxhill - Owlerton - Sheffield	39	<p>Proposals</p> <ul style="list-style-type: none"> - New route replacing current 79, 79A and 85 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of link to Hillsborough - Reduced service on Wilcox Road 	Yes	<p>Changes</p> <p>Service changes to 78/79 to restore link to Hillsborough and increase number of buses on Wilcox Road.</p>
80	Sheffield - Brocco Bank - Ecclesall - Abbeydale (Tesco Park & Ride)	32	<p>Proposals</p> <ul style="list-style-type: none"> - New route partially replacing 70 and 85 <p>Concerns</p> <ul style="list-style-type: none"> - Service welcomed - Request high frequency and evening/Sunday service 	Yes	<p>Changes</p> <p>Service is welcomed.</p> <p>Mitigation/Comments</p> <p>If successful frequency and span of operation may be introduced at a later date. Service 80 is introduced on a 12 month trial basis.</p>
81	Stannington - Sheffield - Ecclesall	342 of which 237 comments were recorded under service 70 as the current service to Dore. Plus a 653 signature petition asking for the current service or alternatively provide peak time journeys	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route partially replacing 70 and SL2 - Improved service to Dore (every 20 minutes instead of 30) <p>Concerns</p> <ul style="list-style-type: none"> - The removal of the Dore via Whirlow to the Hallamshire hospital link account for the majority of comments - Some comments relate to parking in Dore for onward connections - Concern for education and employment link loss - Positive feedback for the change accounts for approximately 10% of comments 	Yes	<p>Changes</p> <p>Morning (0650, 0720, 0750, 0930 from Dore) and afternoon (1445, 1610, 1710, 1810 from the University) journeys to be provided to the Hallamshire hospital, schools and University to allow for the direct link.</p> <p>Service 272 during the day will operate via the Hallamshire hospital to reinstate the Whirlow and Parkhead direct link.</p> <p>Changes will allow 95% of all current journeys to be made directly with 70% being quicker and on a more frequent service.</p> <p>Mitigation/Comments</p> <p>Service 80 from the Tesco P&R will provide a 30 minute service (as the current 70) to the Hallamshire hospital for those driving and then using the bus.</p> <p>Passengers not covered by the above can use service 81 (every 20 minutes) an connect with service 80 (every 30 minutes), 10 (every 60 minutes) and 272 (every 60 minutes). Service 80 can be caught at the same bus stop on Ecclesall Road that passengers get off the 81 and vice versa.</p>
81/SL2	Stannington - Malin Bridge - Hillsborough - Sheffield - Hunters Bar - Ecclesall - Dore	20	<p>Proposals</p> <ul style="list-style-type: none"> - Revised route partially replacing 70 and SL2 <p>Concerns</p> <ul style="list-style-type: none"> - Some roads no longer served due to loss of SL2 - Reduced frequency 	Yes	<p>Changes</p> <p>Service SL2 reinstated but at the consulted frequency of every 20 minutes but still connecting with trams. Service to operate at peak times to Malin Bridge (as now) and extended to Hillsborough interpeak and Saturdays as requested by users prior to the consultation.</p>

Service Number	Routes - areas served	Number of complaints	Issues	Action proposed Y/N	SYPTE action in association with operators
83	Fulwood - Nether Green - Hunters Bar - Sheffield - Manor Top - Normanton Hill - Woodhouse - Beighton - Crystal Peaks	50	<p>Proposals</p> <ul style="list-style-type: none"> - Route revised replacing current 63A and 123 <p>Concerns</p> <ul style="list-style-type: none"> - Service frequency welcomed - Includes some comments regarding service 2 and loss of link to Ecclesall Road - Coordination of 63 with 123 between Woodhouse and Crystal Peaks 	Yes	<p>Changes</p> <p>Service coordination to be considered as part of timetable production.</p> <p>Millhouses link to Ecclesall Road reinstated by extending service 82 to Millhouses instead of the 2A.</p> <p>Mitigation/Comments</p> <p>See service 2 for Millhouses to Ecclesall Road link</p>
84	Bents Green - High Storr - Sheffield - Manor Top - Basegreen - Birley - Hackenthorpe (84) / Owthorpe (84A) - Crystal Peaks	122	<p>Proposals</p> <ul style="list-style-type: none"> - Route revised replacing current 44/44A and 84 <p>Concerns</p> <ul style="list-style-type: none"> - Early morning buses from Loxley to city on the current 84 wont be available on the 31/31A - Slower journey time to city centre on the 31/31A rather than the current 84 route 	Yes	<p>Changes</p> <p>Service 61 and 62 extension to the city centre approximately every 30 minutes during the daytime on a commercial trial basis for 12 months. Insufficient usage after 12 months to retain this commercial extension will result in it being removed.</p> <p>Early morning journeys to be introduced on service 31 to replace current journeys on service 84.</p> <p>Mitigation/Comments</p> <p>Journey time to the city centre is approximately 6 minutes longer. Passengers wishing to change at Hillsborough interchange can access services using Langsett Road to the city centre.</p>
85	High Green - Sheffield - Millhouses	37	<p>Proposals</p> <ul style="list-style-type: none"> - Service replaced by 78, 79 and 80 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of link to Hillsborough - Reduced service on Wilcox Road 	Yes	<p>Changes</p> <p>Service changes to 78/79 to restore link to Hillsborough and increase number of buses on Wilcox Road.</p>
120	Fulwood - Ranmoor - Broomhill - Royal Hallamshire Hospital - Sheffield - Manor Top - Frecheville - Hackenthorpe - Crystal Peaks - Westfield - Halfway	61	<p>Proposals</p> <ul style="list-style-type: none"> - Journeys that currently terminate at Royal Hallamshire Hospital extended to Ranmoor <p>Concerns</p> <ul style="list-style-type: none"> - Extension to Ranmoor welcomed. - General issues around punctuality and reliability - Various and different request to operate service elsewhere to current network 	Yes	<p>Mitigation/Comments</p> <p>The Sheffield Bus Partnership remit is to continuously review and strive for improvements in punctuality and reliability.</p>
M17	Dore - Totley Brook - Totley Rise - Bradway - Greenhill - Meadowhead	27	<p>Proposals</p> <ul style="list-style-type: none"> - Route revised to serve Longford Road at Bradway and no longer serves Jordanthorpe <p>Concerns</p> <ul style="list-style-type: none"> - Loss of service at Bradway (Longford Road) - Reduced number of buses per hour 	Yes	<p>Changes</p> <p>Service 4A will be extended to operate to Longford Road and therefore increase the number of buses per hour.</p> <p>Mitigation/Comments</p> <p>Service M17 no longer required to serve Longford Road.</p>
P1/P2	Southey Green - Northern General Hospital - Fox Hill - Parson Cross - Southey Green	24	<p>Proposals</p> <ul style="list-style-type: none"> - Service partially replaced by service 32 <p>Concerns</p> <ul style="list-style-type: none"> - Loss of links, mainly Longley Hall Road - Call to maintain the service as now 	Yes	<p>Changes</p> <p>Service 9/9A and 38 amended to reinstate some of the links requested.</p>

Service Number	Route - areas served	Number of comments	Issue#	Action proposed Y/N	SYPTE action in association with operators
SL2	Malin Bridge - Stannington	111 plus a 314 signature petition raising the concerns shown	<p>Proposals</p> <ul style="list-style-type: none"> - Service renumbered , frequency reduced and extended to Hillsborough following customer requests to get to Hillsborough rather than one tram stop away at Malin Bridge. <p>Concerns</p> <ul style="list-style-type: none"> - Some roads no longer served due to loss of SL2 identity - Reduced frequency 	Yes	<p>Changes</p> <p>Service SL2 reinstated but at the consulted frequency of every 20 minutes but still connecting with trams. Service to operate at peak times to Malin Bridge (as now) and extended to Hillsborough Interpeak and Saturdays as requested by users prior to the consultation.</p>
Blue/ Purple tram	Norfolk Park	19 signature petition from the Norfolk Park residents and tenants association	<p>Proposals</p> <ul style="list-style-type: none"> - Norrie - estate is provided with Blue and Purple Supertram routes <p>Concerns</p> <ul style="list-style-type: none"> - Lack of bus service and have to rely on the tram and then connecting bus services 	No	<p>Changes</p> <p>No changes are proposed</p> <p>Mitigation/Comments</p> <p>Residents have easy access to both Blue and Purple tram services providing links to the city centre and other amenities along the tram network.</p>