

Appendix A CONSULTATION

HAVE YOUR SAY ON TOMORROW'S TRANSPORT

1. Executive Summary

This executive summary presents a brief overview of the public and stakeholder consultation on concessions, bus services and travel information which was undertaken by South Yorkshire Passenger Transport Executive (SYLTE) on behalf of Sheffield City Region Combined Authority Transport Committee.

1.1 Context and Purpose of the Consultation

SYLTE has conducted this consultation as we are aware that we will need to make budget cuts for 2016/17. The budget SYLTE receives from the four South Yorkshire Local Authorities, to fund the areas of public transport that we support, has been reduced year on year since 2010/11 and collectively we continue to face difficult decisions over how and where we can make future savings.

The purpose of this consultation was to understand customers' priorities in the areas of discretionary concessions, supported bus services and public transport travel information and then to look at the impact that any potential changes may have on respondent's or their household.

1.2 The Consultation

The consultation took place between 4 September to 4 October 2015. People could take part online, by calling Traveline for a copy to be sent free of charge, at one of the eight drop in sessions across the county or by picking up a copy from an Interchange. The consultation booklet included guidance information at the back to help people make informed decisions. A link to this document is available as Appendix A.

The consultation advised that we were unfortunately unable to reverse previous budget decisions and that no decisions about the 2016/17 budget had been made prior to consultation.

1.3 The Respondents

2437 members of the public chose to take part. The age of respondents was fairly spread across the age bands with the highest being the 65-74 (25.1%) age range and then the 16-24 (18.3%) age range. 25.3% of respondents considered themselves disabled and 34.1 % of people had mobility issues. The highest response was from Sheffield with 57.1% and the highest percentage from the S6 postcode. 61.8% of respondents advised that they used buses on a daily basis.

1.4 Summary of Consultation responses

We asked respondents to tell us about their main priorities for the areas covered by the consultation and also the impact that any changes to these services would have on them and their household.

1.4.1 Concessions

Respondents told us that they rated the discretionary elements of the elderly and disabled pass above the 70p child concessions. Of the respondents 24.2% don't use a concessionary pass, 52.7% use an elderly pass, 46.5% use a disability pass and 17.5% use a child pass. 38% of people who don't use the disabled concession rated it as the most important and unsurprisingly, the majority of users of each pass rated that pass type as the most important.

The consultation wanted to understand the impact on people if the discretionary elements of the pass were changed or removed. If the child concessions rose to 80p the largest percentage of people (almost half) would still travel, over a quarter would travel less often and others would switch to other models.

The most popular element of the elderly pass was, as you would expect, the travel on buses (95.5%). For the discretionary element of the elderly pass it was equally split between the tram and the half price travel on train. The most common impact chosen is that people would travel less often (45%), and only 23% would continue to travel by paying full fare. There would also be mode shift.

Looking at the disability concession, 67.7% of pass holders use it before 9.30am and 43.9% use the pass on trains within South Yorkshire. The most common impact chosen if any changes were made to the discretionary elements is that 26% would travel less often and 29.6% would no longer travel.

1.4.2 Bus Services

A high percentage of respondents (66.1%) said that the most important aspect of bus services is to allow people to be active in society. The option was commonly chosen across all age groups, apart from 16-24 year olds where 47.2% rated access to education as their priority.

The issue of reducing bus services generated a large amount of comments and respondents were generally concerned with issues relating to their individual service. If bus services were to be reduced a third of people said they would not be able to take part in public life, 29.2% of people would have to switch to travelling by car as a driver and 20.8% as a passenger.

1.4.3 Travel Information

Respondents told us that at the bus stop was the most important way for them of finding travel information. The consultation then asked people to go through the different ways and tell us how any changes would impact on them.

At bus stops the real-time displays were the most popular form of giving travel information at 55.9% with poster timetables second at 45.3%. If real-time wasn't available respondents (48.5%) told us they would use the poster timetable and if the poster timetable wasn't available they would use travelsouthyorkshire.com to find out information.

Unsurprisingly timetables were the most popular information available online at travelsouthyorkshire.com. If information wasn't available at travelsouthyorkshire.com then 40.5% of people told us they would use information available at the bus stop and 20.6% would move to online services by other providers.

As with bus stops, real-time information was seen as the most popular information provided at Interchanges. If this real-time information wasn't available 44.6% of people said they would use the poster timetables and maps available at the Interchanges. If poster timetables weren't available at Interchanges the people using those said they would move to the real-time information. When asked about accessing information, if electronic kiosks weren't available 31.6% said they would use the real time displays and 30% would use the poster timetables with 24.7% going online for travel information.

1.5 Next Steps

The findings of the consultation as detailed above are just an overview of what people told us. The full analysis looks at each section in detail and looks at the impact on different age groups and disabilities. This analysis is being used by SYPTTE to consider the impact of any changes and assist the writing of Equality Impact Assessments.

This executive summary is part of the report which informs the SCR Combined Authority of the findings of the consultation. The budget decision is expected to be made by the SCR Combined Authority at their meeting on 1st February 2016.

2. Consultation Response

The consultation process has been wide reaching and used a variety of channels including digital, paper based questionnaires and public drop in sessions at each Interchange. Full details of the consultation process are detailed at Appendix B.

The consultation asked participants a number of questions relating to concessions, bus services and travel information. The consultation was primarily quantitative and forced choice but there was a free text box for respondents to explain their answers at the end of the consultation. Further details on the comments received are detailed in Appendix D.

2437 responses to the consultation have been received with 2318 from individuals, 28 from groups and 91 who chose not to identify themselves.

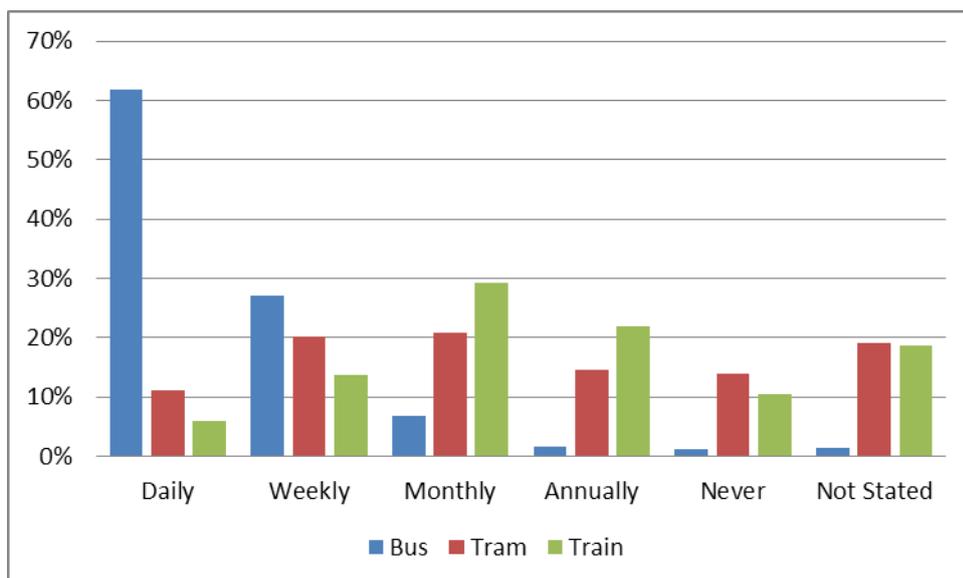
The complete breakdown of results is as follows. Unless otherwise stated, all tables reflect the responses of all 2437 respondents. In using this data, it has been assumed that the responses to the consultation are representative of the general public transport user.

2.1 Section 1: About You

This section allowed us to understand who was answering the Have Your Say consultation. All 2437 respondents were eligible to answer this section.

Frequency of Travel

The graph below shows the results of the question regarding frequency of travel by bus, tram and train.



Age

Age group	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
%	18.3%	7.1%	10%	12.1%	6.5%	12.8%	25.1%	7.5%
South Yorkshire Population % *	11.46%	13.59%	13.01%	14.06%	5.89%	5.40%	9.58%	8.10%

Gender

Gender	No or respondents	SY population *
Female	1324	690,656
Male	1081	675,191
Not stated	32	

Local Authority Area

	Barnsley	Doncaster	Rotherham	Sheffield	Not stated	Non South Yorkshire
Number of Respondents by area	192	438	365	1322	88	32
SY Population*	237,843	304,185	260,070	563,749		

*Data taken from Office of National Statistics - Mid-2014 Population Estimates (Pivot table Analysis Tool for the United Kingdom).

Disability

25.3% (617) of people consider themselves disabled; 13.3% of all respondents have mobility problems and 6.0% have a hidden disability. The full breakdown of disability is as follows. Please note that some people noted that they had more than one type of disability.

Disability Type	% Respondents
Mobility	13.3
Visual	4.5
Hearing	4.6
Hidden	6
Learning	3

Mental Health	3.3
Speech/Language	1.1
Prefer not to say	1.6
Other	2.1
All who ticked at least one of the above	25.1

How did you hear about the consultation?

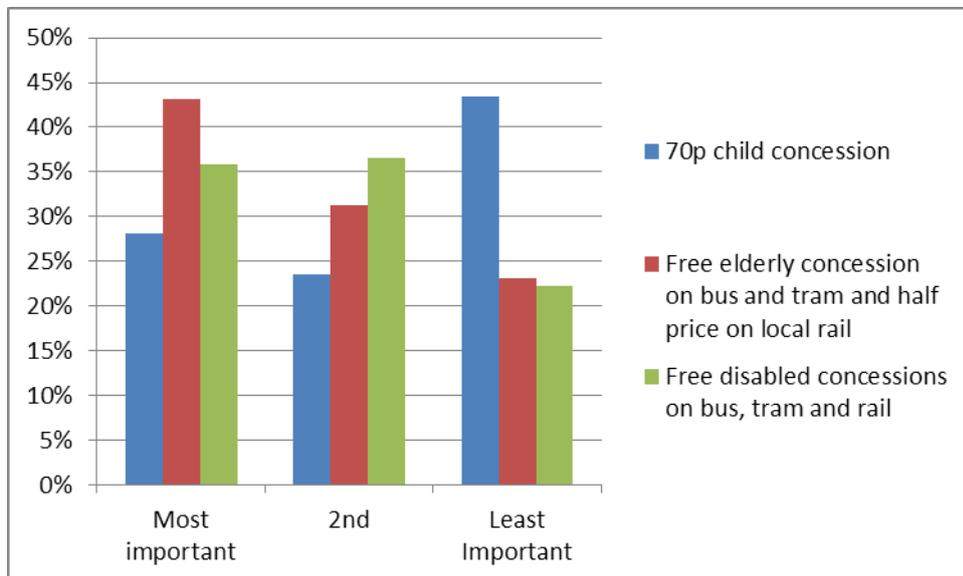
We were pleased to see that people heard about the consultation from a variety of different places. The main ways three ways stated were:

1. Direct communications from SYPTE
2. Online
3. Poster in an Interchange or at the Customer Service desk

2.2 Section 2: Concessions

This section was designed to understand people’s priorities regarding the discretionary element of each concession currently available in South Yorkshire.

When asked to indicate the order of importance that respondents would give to the discretionary element of each concession currently available, they told us:



Child concessions

25.6% of respondents told us that a member of their household currently use the child concession. These 625 respondents only were then asked how they would travel if SYPTE chose to increase the price of a child's ticket from 70p to 80p in April 2016, respondents told us:

	% of respondents
Would still travel and buy a single ticket	30.7
Would still travel and buy a daily/weekly ticket	16.8
Would still travel but less often	28.6
Would have to travel by car as a passenger	19.4
Would have to travel by taxi	2.4
Would have to walk	17.6
Would have to cycle	4

Elderly Concessions

48.4% of respondents told us that either they or a member of their household use the elderly concession. These 1,180 respondents only were then asked which features of the pass they currently use. Respondents told us 95.5% use free travel on buses between 9.30am and 11pm, 56.5% use free travel on Supertram between 9.30am and 11pm and 41.6% use half price rail travel in South Yorkshire.

When asked about the impact to them if the elderly concession was reduced to the national concessionary scheme, respondents told us:

	% of respondents
Would still travel and pay the extra cost	23.2
Would still travel but less often	45
Would have to travel by car as a driver	22.9
Would have to travel by car as a passenger	9.3
Would have to travel by taxi	3.6
Would have to walk	7
Would have to cycle	0.3
Would no longer travel	13.3

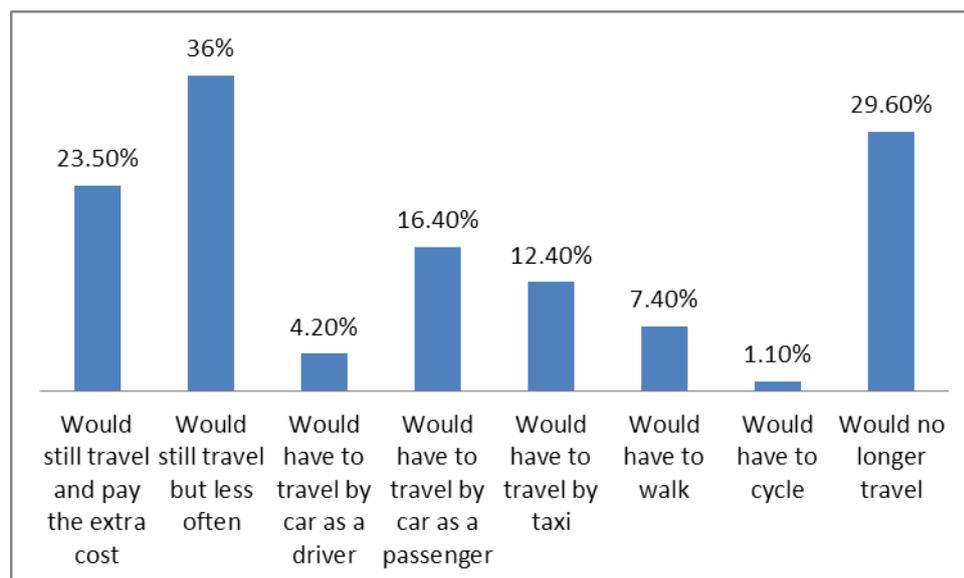
Respondents also told us that they rated the free concession on Supertram as more important than the half price rail concession, however this depended where they live, with people in Barnsley and Doncaster prioritising the half fare train concession, and people in Rotherham and Sheffield prioritising the Supertram concession.

Disabled Concessions

15.5% of respondents told us that they, or a member of their household, use a disabled concessionary pass. These 378 respondents only were asked which features they use of the disability pass, they told us:

	% of respondents
Free travel on bus and tram before 9.30am Mon-Fri	67.7%
Free travel on bus and tram between 9.30 am and 11pm Mon – Fri	63.2%
Free travel on bus and tram after 11pm Mon – Fri	26.5%
Free travel on Supertram between 9.30am and 11pm Mon - Fri	37.6%
Free travel on trains within South Yorkshire	43.9%
Free travel on Northern Rail trains between South and West Yorkshire	34.9%
Free 'with carer' pass for those unable to travel alone	23.8%

This group only were then asked the impact on them if the disabled concession was reduced to the national scheme, respondents told us:



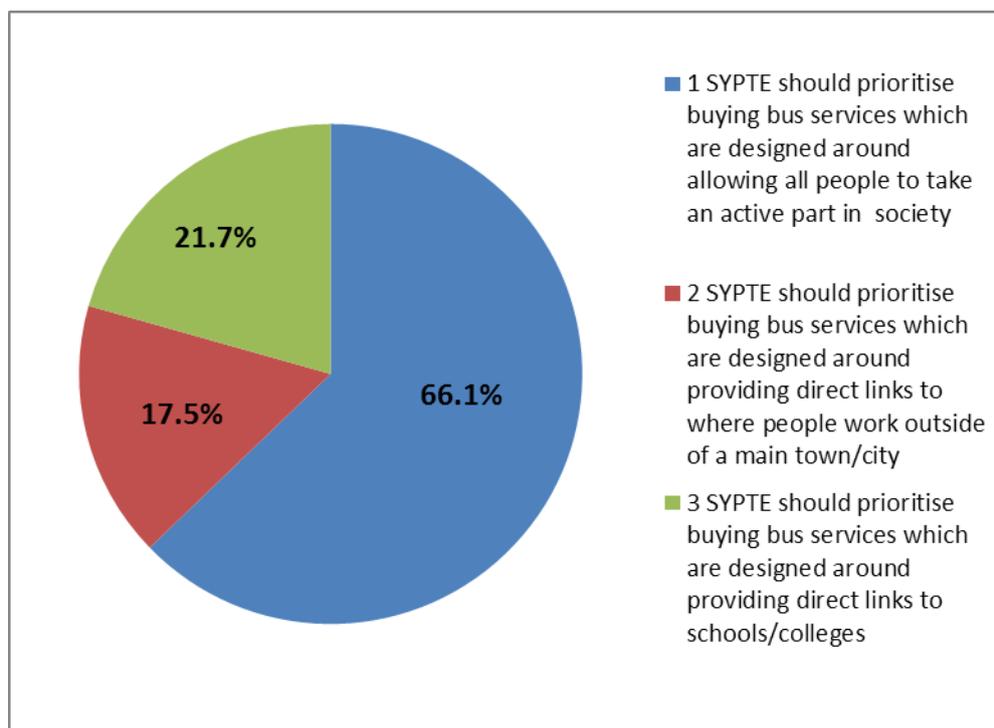
Respondents rated the importance of the discretionary elements of the disabled concession in the following order:

1	Free travel on bus and tram before 9.30am Mon-Fri
2	Free 'with carer' pass for those unable to travel alone
Joint 3 rd	Free travel on Supertram between 9.30am and 11pm Mon - Fri Free travel on trains within South Yorkshire
5	Free travel on Northern Rail trains between South and West Yorkshire
6	Free travel on bus and tram after 11pm Mon – Fri

2.3 Section 3: Bus Services

Respondents were asked to indicate the order of importance regarding the bus service criteria used by SYPTE to fund services where none exist commercially, they told us that bus services designed to allow people to take an active part in society are the most important.

Below is a full breakdown of importance



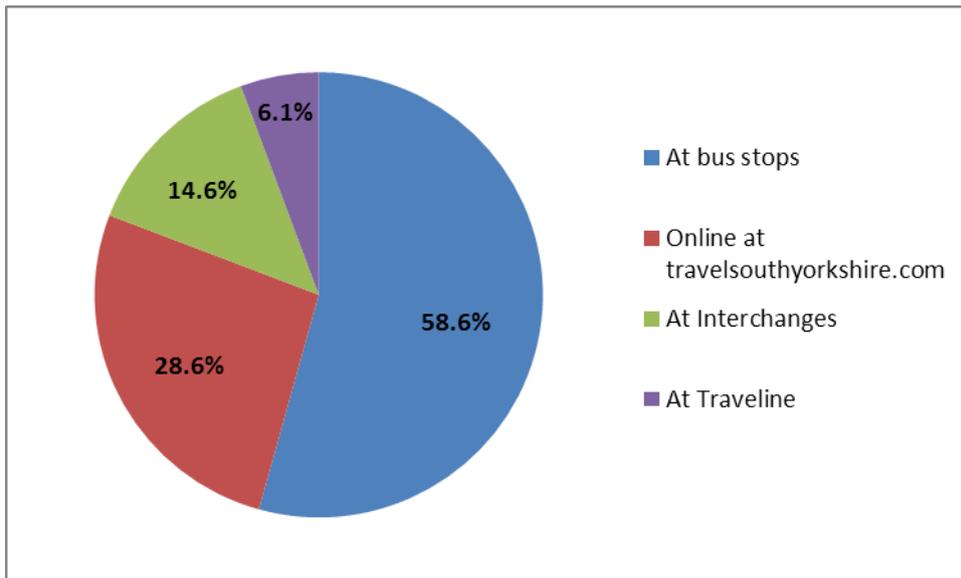
Respondents were then asked about the impact on them and their household of reducing bus services. They told us:

	% of respondents
Would not be able to attend school/college	8.5
Would be able to attend school/college but it would cost more	7.2
Would not be able to access employment opportunities	16.1
Would be able to access work but it would cost more	19.3
Would not be able to take part in public life	34.8
Would have to travel by car as a driver	29.2
Would have to travel by car as a passenger	20.8
Would have to travel by taxi	17.9
Would have to walk	24.1
Would have to cycle	4.1

2.4 Section 4: Travel Information

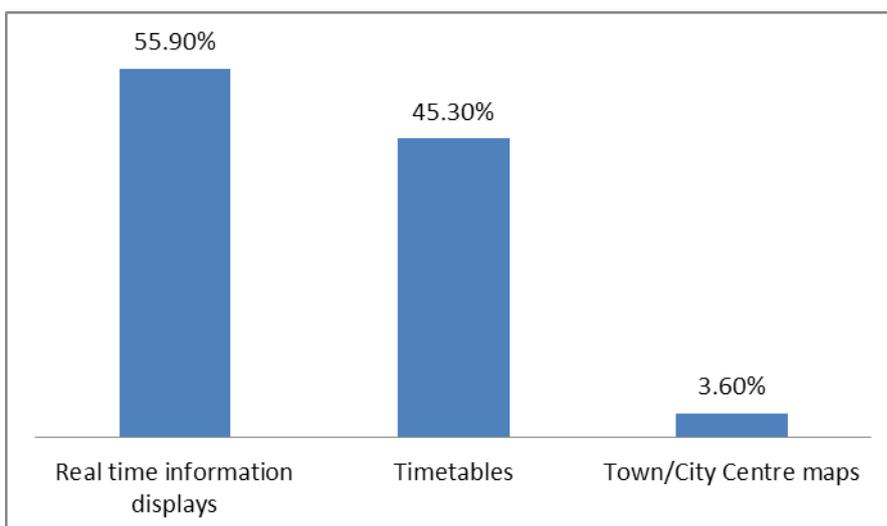
This section was designed to look at travel information currently provided at bus stops, online at travelsouthyorkshire.com and at Interchanges. Respondents were asked to rate the importance of features and then the impact of losing these features.

The section started with asking respondents to rank the importance they would give to the ways of accessing travel information available, they told us:



Travel Information - Bus Stops

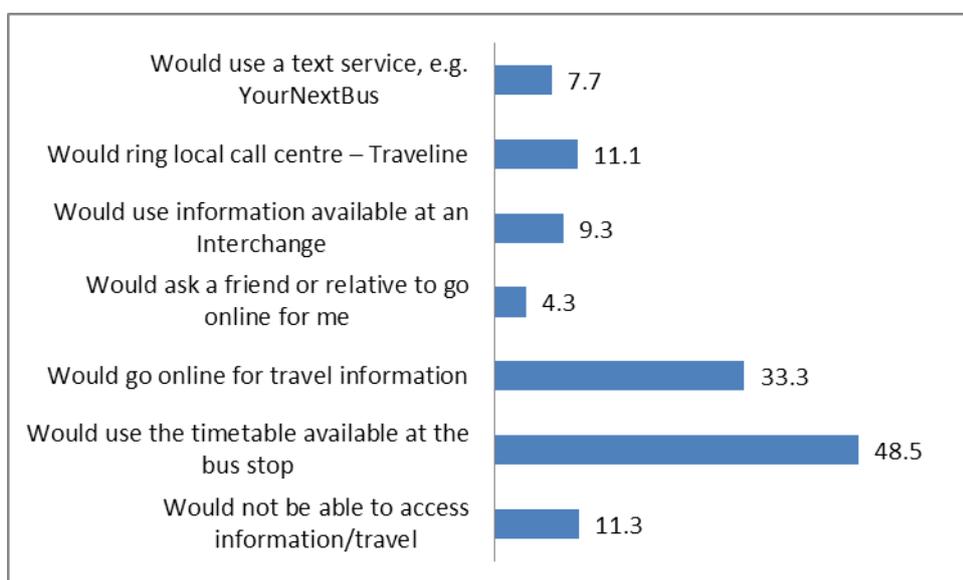
When asked to rate the importance of information found at a bus stop, they told us:



In response to the question how you would access information if timetables/city centre maps were not available at bus stops, respondents told us:

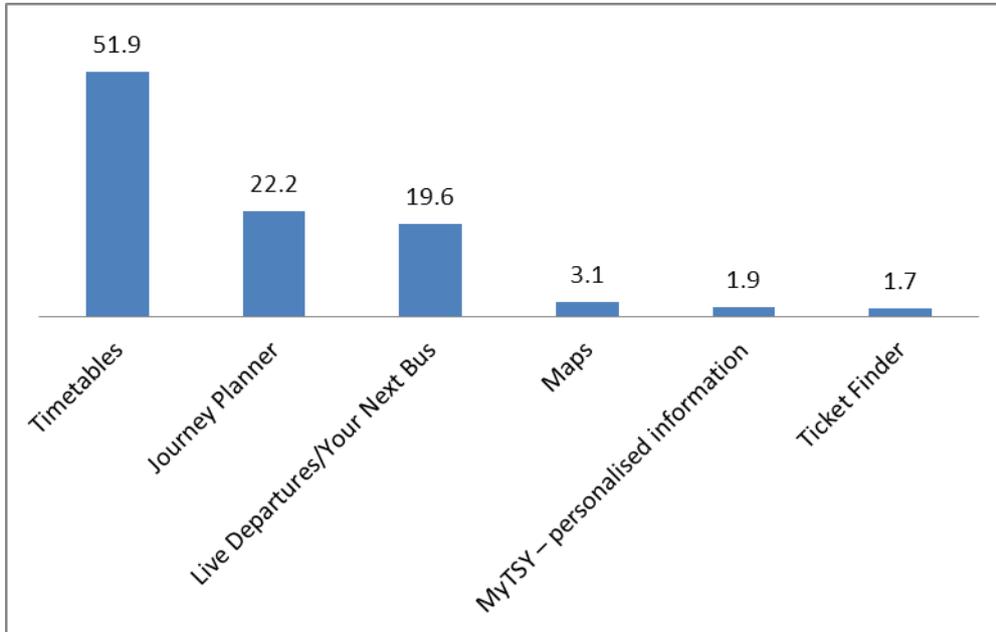
	% of respondents
Would not be able to access information/travel	14.5
Would use real time information where available	25.3
Would go online for travel information	56.7
Would ask a friend or relative to go online for me	6.3
Would ring local call centre – Traveline	18
Would use information available at an Interchange	16.4

Respondents were then asked to indicate the impact if we were to remove electronic displays from bus stops giving real time information, they told us:

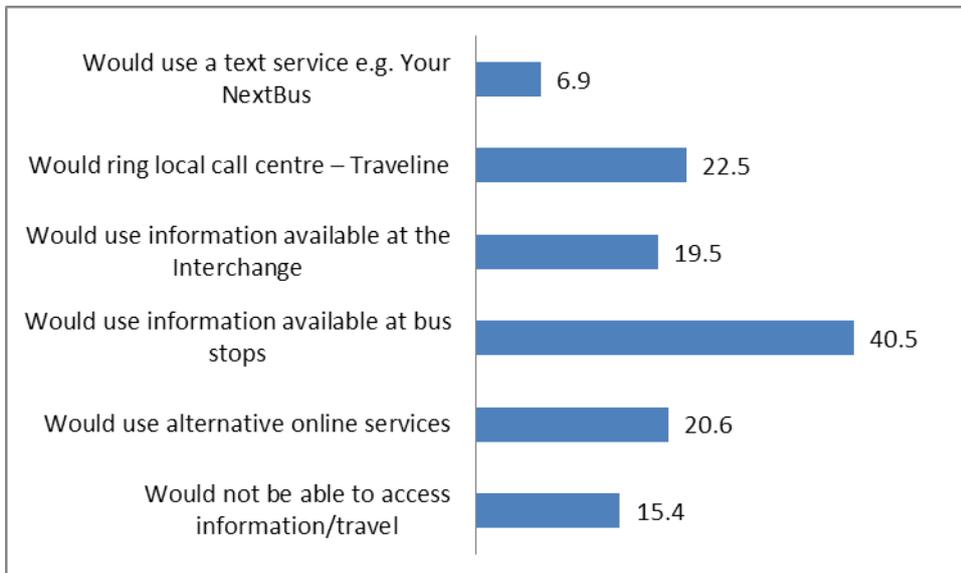


Section 6: Travel Information Online

This next section looked at travel information available at www.travelsouthyorkshire.com. Only people who used online services were asked to complete this section. Respondents rated the online features in the following order:

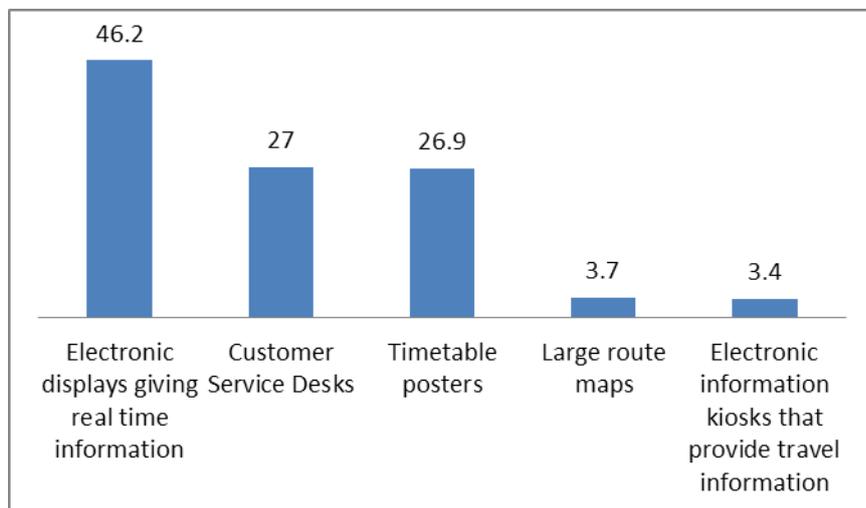


Respondents were then asked how they, or their household, would access information if travel information was not available online, they told us:



Section 7: Travel Information – Interchanges

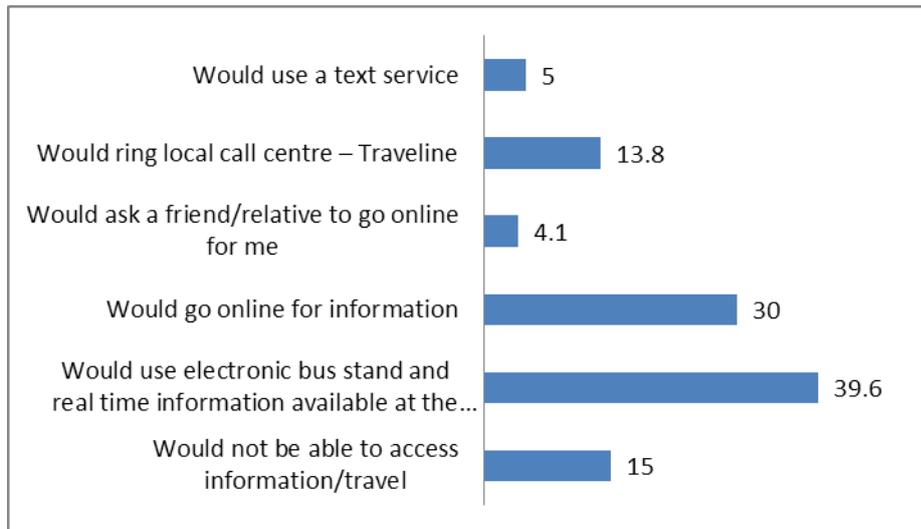
This section looked at information available at Interchanges. Respondents were asked to only answer this section if they used information at Interchanges. Respondents rated the different methods in the following order:



Respondents were then asked to tell us how they would access information if electronic displays giving bus stand and real-time information were not available at Interchanges, they told us:

	% of respondents
Would not be able to access information/travel	17.5
Would ask a friend to go online for me	7.5
Would use the timetable/maps available at the Interchange	44.6
Would go online for travel information	20.9
Would call local call centre – Traveline	17.7
Would use a text service	5.5

Next respondents were asked how they would access information if timetable posters weren't available at Interchanges, they told us:



Respondents were then asked about self-serve electronic information kiosks at Interchanges and how they would access information if they were not available, they told us:

	% of respondents
Would not be able to access information;/travel	11.4
Would use the electronic bus stand and real time information available at Interchanges	31.6
Would use the poster timetables available at the Interchange	30
Would go online for travel information	24.7
Would ask a friend/relative to go online for me	3.5
Would ring the local call centre – Traveline	12.5
Would use a text service	4.6

Section 8: Further comments

A free text box was added at the end of the consultation inviting respondents to tell us more about how any of the questions included in the consultation would impact them. A summary of these comments is included at Appendix D.

APPENDIX A

Consultation booklet accessible at sypte.co.uk/haveyoursay

APPENDIX B

Summary of Consultation Methodology

1. Overview

The consultation was available both online at sypte.co.uk/haveyoursay and also via a paper copy available at customer service desks at Interchanges, by ringing Traveline or emailing the dedicated email address haveyoursay@sypte.co.uk.

The consultation reached over 100,000 people in South Yorkshire; this is in addition to audiences reached by the media and posters in Interchanges.

2. Consultation Activities

The following section lists activities taken as part of the consultation process.

Drop In Sessions

Eight staffed consultation events were held across the county at Interchanges where people were given the opportunity to ask questions about the consultation, receive assistance with the form or take a paper copy away.

Venue	Date	Time
Sheffield Interchange	Wednesday 16 September	3.00 – 5.30pm
Sheffield Arundel Gate Interchange	Friday 18 September	8.00 – 10.30am
Barnsley Interchange	Monday 21 September	8.00 – 10.30am
Rotherham Interchange	Thursday 24 September	3.00 – 5.30pm
Doncaster Interchange	Friday 25 September	8.00 – 10.30am
Meadowhall Interchange	Tuesday 29 September	3.00 – 5.30pm
Dinnington Interchange	Thursday 1 October	8.00 – 10.30am
Hillsborough Interchange	Friday 2 October	8.00 – 10.30am

Media

Two media releases were issued with coverage appearing in local newspapers and community websites. Media statements were also issued in response to media enquiries.

Twitter

Twitter was used throughout the consultation to promote participation.

Facebook

Facebook was used to promote the consultation. Facebook reached over 21,640 people and achieved 664 clicks.

Email newsletter

A dedicated email newsletter was sent to approximately 38,000 contacts that have had recent contact with Travel South Yorkshire. A follow up email newsletter on the final weekend of the consultation was also sent to this mailing list encouraging them to take part if they hadn't already.

Advert

SYLTE placed an advert in the Metro for 5 days informing people that the consultation was taking place. The advert ran on 7-10 September and 28 September.

Websites

There was a dedicated page on the SYLTE website where the consultation was held. A direct link to the consultation webpage was also supplied on all forms of communication.

Paper Copies of Book

Paper copies were on display and available at Interchanges or by calling Traveline. 3000 copies of the booklet were produced and distributed as required. All communication advised where copies were or that people could ring Traveline and we would post them a copy direct.

Community Groups

Either an email or a letter went out to approximately 661 community groups across South Yorkshire. The letter asked groups to share the consultation with their members and informed them that there was the opportunity to find out more or have paper copies sent. The community groups included disability groups, age related groups, area specific groups and religious establishments.

Talking Newspapers

An email was sent to all of the talking newspapers in South Yorkshire asking them to tell their readers about the consultation.

Real Time Information

A message was displayed on all the Real Time Information displays at bus stops/shelters across South Yorkshire. The message gave people an option to take part online and told them where they could get a paper copy.

Electronic Screens - Interchanges

A message was displayed on electronic screens at Interchanges throughout South Yorkshire. This encouraged people to go online or pick up a paper copy from the Interchange.

Posters

Posters were put up at all Interchanges across South Yorkshire. The posters encouraged people to Have Your Say and carried the same artwork as the 2014 consultation.

Transport User Groups

Emails and letters were sent out to the Transport User Groups that exist across the county. The members were asked to not only respond but help promote the consultation within the wider community.

MPs, Councillors and Parish Councillors

All MPs, Councillors and Parish Councillors were sent two emails/letters asking them to take part and also encourage their constituents to all Have Your Say. The Councillors were all informed of when the drops in sessions were due to take place.

Schools

Colleagues within the concessions and ticketing team used their contacts at schools to send the consultation to 449 schools and colleges asking them to take part.

Petitions

SYPTTE received the following petitions in response to its consultation:

- Stop the bus cuts – oppose cuts to concessionary travel for children, elderly and disabled
365 signatures
- No cuts in concessionary fares – no cuts in bus services 42 signatures

APPENDIX C

Responses from Organisations

Each group or business was allocated a value of one which we recognise is a limitation in reporting but details of their full responses and any comments were provided for consideration to the staff members undertaking Equality Impact Assessments.

Some organisations chose to just send a written response to the consultation. These were accepted and included for consideration.

The organisations who responded varied in size and an example of these are:

1	Rotherham based social club
2	Neighbourhood watch
3	Local church
4	Local Authority department representing independent travel
5	OAP centre
6	Young Advisors
7	Local disability group looking at access, services of the blind and partially sighted people
8	Retiree action and interest group based in South Yorkshire with an interest in public transport

APPENDIX D

Summary of Consultation Comments Received

Ticketing

- General comments on the increasing costs of tickets across all types, some saying it's no longer affordable and seek other options to travel.
- Several comments have been made about non-residents of South Yorkshire being able to use the tram for free, this is not the case in surrounding counties. There has been the suggestion that this should be removed to save money so there doesn't have to be a reduction in services.

Student Ticketing

- Issues with application process for student passes, there being a significant delay between initial applications and receiving the pass.
- Some comments on the eligibility of student concession passes when in 19 and in full time education.
- Requests / interests on a wider range of student concessionary tickets to be available. E.g. weekly, monthly.
- Some comments on the expiry of student passes causing student to have to pay full price over summer – comments advocate for this to be changed to a yearly pass rather than academic.

Child Ticketing

- Issues with application process for student passes, there being a significant delay between initial applications and receiving the pass.
- Concern that the prices of child tickets are becoming too high, becoming unaffordable.

Elderly Ticketing

- Changes to the elderly and disabled concessionary tickets have been the most contentious proposal put forth with a multitude of feedback, a significant majority stating the desire for no changes to be made.
- Significant proportion of people advocate there to be no changes made to senior passes at all.
- Considerable concern surrounding the health and wellbeing of seniors if there were to be a change in the concessionary pass scheme.
- Several comments on the desire to have free rail reintroduced (as opposed to ½ price).
- Differing opinions on the senior entitlement of free rail, some advocating for the expansion and continuation of 1/2 rail travel. Others advocating the removal of the privilege.
- General concerns about the affordability of travel if concessionary pass were to change.
- Differing opinions on the time restrictions currently in place for senior passes, some people advocating further restricting travel times while others are in favour of complete removal of restrictions.
- Some comments on the contributing to buying the senior concessionary pass. Other comments on paying a reduced fee for travel outside of the senior pass time restrictions.

Disabled Ticketing

- Considerable concern surrounding the health and wellbeing of seniors if there were to be a change in the concessionary pass scheme.
- Several comments on the dependency on public transport and their passes to get to work and to be able to take part in public life. Therefore it is inferred that there time restricts would not be favourable.
- Of particular importance is the independence a disabled pass gives users.
- Concern of being to afford the potential increase / changes with the concessionary passes.
- Some comments on the priority should be the disabled concessionary tickets over students and seniors.
- Increased difficulty of buying tickets due to the closure of ticket offices.
- Concerns surrounding the need for disabled people to retain their pass instead of being mandated to change to senior pass. People have commented how they want there to be a distinction.
- Several comments on the lack of alternatives for travel resulting in not being able to travel at all.

Purchasing of Tickets

- Desire to reinstate the information offices that were closed or to make tickets available from manned interchange officers.
- Difficulty in applying for passes online due to the website / computer system.
- Significant amount of comments about not having access to the internet making both purchasing tickets / passes and finding out travel information difficult.

Bus Services

- Many comments on the late running of buses in addition to the inaccuracies of bus timetables and real time information boards. Further comments relating to the poor punctuality and reliability of buses in Sheffield.
- Significant amount of comments on the need to attain bus services and roll out more services to local doctors and hospitals. Especially concerning the elderly and disabled.
- Concern around the possible removal of services in the more rural areas – many commenting that public transport is their own means of getting “out and about”.
- General comments on the erosion of services felt in some of the surrounding towns and villages. Several comments on the renationalisation of buses, comparing the current services to want once was.
- In particular Tates travel has been commented upon numerous times about poor service.

Travel Information

- Desire to have more information about services that may be running late.
- Significant concern at being able to plan journeys in advanced, an emphasis of being able to do this at home. This is due to the removal of paper timetables, information centres and information at bus stops.
- While there have been positive comments about RTI systems, several say how this does not help when planning in advance.
- Several comments on the timetabling of buses – comments that missed connections in certain areas a frequently occurring due to timetable clashes or there not being enough space between.
- Comments on the bunching of buses as a result buses not frequently running to capacity.

Bus Stops

- Desire to have information at bus stops this includes, real time information, timetables, maps and a list of services.
- Some comments on how some of the information at some bus stops is out of dates or in some cases no existent.
-

Online

- Several people have commented that they do not have access to the internet and therefore desire further information to be available in physical form eg paper timetables, bus timetables at stops and real time information boards.
- Desire to have more specific information available online eg details of departure stands at interchange.
- Some comments show concern about the reliability of using the internet to obtain travel information. This relates to the problems people have experienced using the SYPTE website; the reported unreliability of RTI; and the lack of signal some people can experience on their phones.

Interchanges

- Disproval of the closing of interchanges and travel information centres including the manning of desks.
- Removal of travel information centre particular affected the disabled who struggle to find out information regarding their journeys.
- People are travelling to interchanges to gain information due to the removal of paper timetables.

Traveline

- Traveline does not have stand details.
- There is a long waiting time for people to get through.

Paper Timetables

- Several people have commented on the desire for paper timetables to be reintroduced, some suggestion a nominal fee.
- Some disabled people may need paper timetables due to their disability.

Real Time Information Systems

- The real time information displayed at stops is not accurate.
- Comments are positive surrounding the implementation of real time information boards at bus stops and interchanges but there is concern around the accuracy of data.

Disabled

- Several comments on the concern of disabled people being able to access travel information due to the changes proposed in the movement to online services. Many people have commented on the need for paper timetables for the disabled, due to this being one of the only methods of which they can obtain information.

- Several comments on without internet access and the removal of face to face interaction due to information centre being shut done, only alternatives are Traveline which has been reported to be costly, unreliable and take a significant amount of time to be able to get through.

OTHER

Survey / Consultation

- The survey questions are confusing.
- Questions are considered to be repetitive / the survey is too lengthy.
- The consultation meetings are not accessible to the “elderly and infirm” due to them being held at interchanges.
- The survey does not allow commenter views to be fully expressed.
- People do not like to have to choose between cutting funding for students, seniors or the disabled. Comments outline how it is unfair and immoral to make the public choose.

Congestion

- Several comments on the concern that cutting services and changing the concessionary pass scheme will result in people choosing to use their cars over public transport. As a result of this increasing congestion and perhaps lead to the removal of bus routes that have a decreased patronage.

Customer Service

- Several comments on the poor customer service of drivers and staff at interchanges. Particular problem with some bus drivers being rude and unhelpful.