

## Transport Advisory Group – 5<sup>th</sup> February, 2020

### Questions Submitted

#### **Councillor Cooksey, Rotherham East Ward**

1. A local resident had been in contact regarding a number of issues, had spoken to someone named Robbie and had also contacted the MP's office.

The 114 and 115 bus services are infrequent which she says is leading to overcrowding and consequently health and safety issues. She was told that the Police stopped a bus recently due to overcrowding. Is this correct?

*Answer: -*

*Services 114 and 115 operate to a frequency (number of buses per hour) that the commercial bus operator feels is sustainable. Both services provide a regular service and at certain times buses can become busy, although this helps make the service sustainable. Bus services that only carry a few passengers and do not achieve well used journeys at certain times of the day are likely to be reduced further as the patronage and revenue these passengers generate will not cover the costs to run the service. Bus services can carry a full seated load and a large number of standing passengers up to the legal capacity of the vehicle that is shown at the front of the bus. There are no known reports of overcrowding on these services.*

#### **Councillor Cowles, Sitwell Ward**

2. Could Stage Coach please provide some statistics on the reliability and availability of the TramTrain. Feedback from residents is along the lines the service is unreliable.

*Answer: -*

*The project partners (SYPT/Stagecoach Supertram/Network Rail) acknowledge that Tram-Train customers have not received the level of service they should have done over recent months. Notwithstanding that this project is a pilot to test the technology, and we continue to learn from this, some reasons for poor service provision are outside of our control, such as the significant flooding and recovery in November. The major issue effecting service delivery most recently has been the reliability and availability of the Tram Train vehicles. SYPT and Stagecoach Supertram have worked closely with the vehicle manufacturer to come up with a firm plan with the intention of offering a more reliable service moving forward. As a result of the work that has been taking place over recent weeks a full service has been in operation since 20th January with minor disruption to date. The Tram-Train service has been received positively by our*

*customers and we are keen to restore confidence and work together to deliver a more reliable service.*

**Councillor Sheppard, Rawmarsh Ward**

3. Do we have any further update on the delivery date of the new trains for Northern Rail?

**Answer: -**

***The delivery of trains is a constantly changing picture. Nathan Broadhead will bring the most up to date information to the meeting on 5 February 2020.***

4. In the past, when there has been industrial action on Northern Rail, managers have stepped in to drive a skeleton service of trains. There have been many cancellations in the last few months with the reason "lack of train crew". Why do the management not step up in these circumstances to ensure an acceptable level of service is achieved?

**Answer: -**

***Staffing issues have mainly related to the lack of availability of the new trains so that sufficient staff and management can be trained to operate these new trains. An intensive training programme is in place to rectify these issues.***

5. Stagecoach weekly passes issued across the Christmas period saw passengers lose two days of travel due to their being no services on Christmas Day and Boxing Day. Whilst I do not wish to see drivers losing their holidays, surely any weekly passes purchased for the period including those two days should have an expiry date to reflect the non-service dates.

**Answer:-**

***Information on service levels is published well in advance of the days in question and customers have options available to purchase ticketing for different periods depending on their travel needs over the festive period. Stagecoach do not provide refunds for tickets purchased over this period as the service level being provided is known by the customer who chooses which ticketing option provides the best solution for them.***

6. The welcome addition of the public address system at the Parkgate tram-train terminus is a bonus but very often the messages relate to trains only and not tram-trains. This has included days where there were problems with the tram-train yet no announcement was made. Can this be looked into and hopefully resolved?

**Answer: -**

***The provision of accurate, reliable, Tram Train customer information is something that is still being worked upon as part of the pilot. This is taking longer than expected due to the difficulties in resolving the technical interfaces between the national rail network and Supertram systems.***