

## **Questions to Transport Advisory Board – 15 December 2021**

1. “When strike action is taking place, is it possible to make sure the information in the interchange and at bus stops with live information is displayed accurately? Whilst there was a message about the strike, the bus services affected were still showing as being due, leading to confusion and the expectation of buses arriving which were never due.”

### **Councillor Sheppard**

#### **Response**

“Journey planners – the information is controlled by the operator. Stagecoach submits their data directly and as they didn’t submit new data for the strike period, the information was still there. We don’t have control to suppress the data so have had to place a warning message on journey planner.

Real-time – we were able to cancel the services in the real-time system and this is done daily. Unfortunately, as it’s a new system and we have not had to do this before this highlighted an error in the interchange system whereby when real-time is not available the scheduled time is shown. This should not have happened to cancelled services and we have been in discussions with the supplier to fix the issue. All other sources would have shown ‘CANCELLED’.”

**Nathan Broadhead**  
**South Yorkshire Mayoral Combined Authority**