

Questions to Transport Advisory Board – 26th October, 2022

Question 1 - Councillor Pitchley

My question is, from all residents, we have had so many complaints over the number 27 bus route been taken off, that travelled through Aston to Crystal Peaks shopping centre. The centre has also contacted me, to say what is being done as elderly residents in particular relied on a bus service to enable them to do their shopping and it is threatening business in the centre to close.

Response:-

- **First South Yorkshire made the commercial decision to cancel services in the area. All services, with the exception of Mon-Sat X5 journeys, now have to be funded by SYMCA including all of the local school buses. Whilst it is unfortunate that we could not find a replacement for the 27, access to local amenities are available on the other local services albeit not at Crystal Peaks. Crystal Peaks can be accessed by changing buses and journey planner will provide options.**
- **SYMCA also provide funding the Community Transport operators to provide door to door services for those with reduced mobility . Rotherham Community Transport can be contacted at 01709 516092 or info@rotherhamct.org.uk**

Question 2 – Councillor Hoddinott

Why have First buses removed the X10 from going round Markfield Drive in Flanderwell? There has been little consultation about this change, and it will leave this estate without a bus service again.

Response:-

- **First South Yorkshire made the commercial decision to cancel services in the area including not running any services via Flanderwell/Sunnyside. SYMCA have negotiated the retention of the service via Flandwerwell and Sunnyside but the limited usage on Markfield Drive and the close proximity of bus stops at Fleming Way and Northfield Lane mean First are not prepared to serve Markfield Drive. However the road is still served by service 3 that has been reinstated by SYMCA.**

Question 3 – Councillor Bennett Sylvester

Following bus changes on October 2nd travellers using Rotherham interchange struggled to find information on new services due to a lack of information on screens and printed timetables at stops. Why was this and can it be arranged for the future that travellers who don't have access to smart phones etc can see changes on the day on change in the interchange please?

Response:-

- **Due to the late announcement of funding and the significant cuts to services by First, SYMCA are continuing to try to find replacement operators. The information at interchanges and bus stops has been delayed due to these late and constantly changing picture although printing of information on stops has taken place. Rotherham Interchange is also staffed with the customer service desk having information for the small number of customers that do not have access to the internet.**

Question 4 – Councillor Bennett Sylvester

Going forward can a process be set up where if a route is under threat due to commercial pressures where councillors and community groups can use their local knowledge to suggest ways that commerciality can be improved?

Response:-

- **Passengers using the services is what is needed to make services viable although most routes in Rotherham are now not commercially viable and the decline of patronage, and how to reverse this is very complex. However more involvement with communities is a key commitment of the Mayor with this announcement being relevant <https://southyorkshire-ca.gov.uk/news/article/3787368d-cb2f-4a92-b9f1-8055b48dfcb3>**

Questions received after the deadline but agreed with the Chair:-

Question 1 – Councillor Bacon

Would you agree that updating twitter rather than the app for cancellations isn't good enough?

Question 2 – Councillor Bacon

Would you agree that there are no excuses for arriving earlier than scheduled?

Question 3 – Councillor Bacon

Live bus signs are ultimately the best way of keeping users up to date with live information on timings and cancellations. Why hasn't a ward such as Aston & Todwick with an elderly demographic not on the list to receive them?

Urgent Question: Question 4 – Councillor Bacon

The removal of the 27 service has deeply affected residents in my ward. Residents must be able to access this vital service to be able to access Crystal peaks to go to work and continue with their social lives after the pandemic. Could we see a change in existing routes to accommodate this?