

Questions to Transport Advisory Board – 1st February, 2023

Question 1 – Councillor Griffin

In July 2022 I raised a question about the potential impact (especially on disabled people) of the closure of ticket offices at Rotherham's railway stations. At that time the answer was that any such closure would undergo a rigorous consultation exercise, but that there were no plans for such a closure here. Since then it has been widely reported that as part of "modernisation" plans, ticket offices are to be closed at most – if not all – stations. As the situation may well have moved on since last summer, is there any update, please?

Answer:- The same principle will apply i.e. extensive consultation and engagement with stakeholders would be undertaken before any ticket offices would be closed

Question 2 – Councillor Cooksey

A resident has contacted me to say that the 115 bus is not able to stop on Herringthorpe Valley Road, (near The Lanes), for the last few days due to works regarding broadband. This is impacting on elderly residents who have to walk to Ridgeway, East Herringthorpe to catch the bus. They have contacted SYPTE but were unable to find out when normal service will resume.

Answer:- To follow

Question 3 – Councillor Sheppard

Do bus companies publish any data on the reliability of their services as the Train Operating Companies display at their stations (punctuality, number of cancellations etc)? If not, can this be done so that the public are aware of the performance of their services?

Answer:- To follow

Question 4 – Councillor Sheppard

When purchasing a ticket at Rotherham Central station from the machine (the office was closed early in the morning), it was recommending a ticket for the journey to Doncaster on the first screen at double the price it was available. It was only because I had checked online earlier that I knew it was available at a much lower price – there was no indication that by purchasing a ticket specifically for the next train, this would halve the cost. It took several further screens of investigating before I found the ticket at the cheapest price.

As the vast majority of passengers will be catching the next available train, why do ticket machines not offer the best price available to customers in the first instance?

Answer:- We are awaiting comments from Northern Rail