

**Questions to Transport Advisory Group
13th May, 2026**

Question 1 – From Councillor Sheppard

It is good to see that works have recommenced at Rotherham bus station but this has led to congestion and confusion at the remaining stops in use. The congestion due to the number of stops out of use is causing services to leave from stops where they are not listed, causing passengers to miss buses. Could I ask why the stops on platform C have not been temporarily brought back into use to alleviate this congestion?

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Answer – SYMCA

Works have recommenced at Rotherham Interchange as part of the ongoing electrical project, which is currently scheduled to be completed by the end of July 2026.

Platform C has not been brought back into general use during this period due to longstanding issues with anti-social behaviour, which led to its operation being reduced to coach departures only. This approach remains in place to manage passenger safety and station operations effectively.

In response to the reduced number of available stops, we have been working closely with operators to reallocate services across the remaining platforms. This has included careful planning to avoid stand clashes and to manage the necessary movement of existing allocated services. While this has inevitably led to a higher concentration of services in certain areas, these arrangements were made to maintain safe and workable operations during the works.

We will review how we can communicate these temporary measures to our customers and will continue to monitor the situation and work with operators to minimise passenger disruption for the duration of the project.

Question 2 – From Councillor Baggaley

With the closure of Treeton Lane/Mill Lane for a substantial period to time over the summer due to Environment Agency drainage and sewage work, what action is being undertaken to ensure that a reliable and timely bus service continues to operate for residents of Treeton as this road is a key bus route in and out of the village. Particularly also keeping in mind to use of late buses and accessibility.

Answer – SYMCA

Yorkshire Water has confirmed that Treeton Lane/Mill Lane will be closed between Catcliffe and Treeton for up to 40 days, with the proposed works period running from Monday, 20th July to Friday, 28th August 2026. These works are

being undertaken during the school summer holidays and therefore no school transport movements will be affected.

In recognition of the importance of this corridor for bus services serving Treeton, SYMCA has worked proactively with Yorkshire Water to mitigate disruption and ensure residents continue to have access to a reliable and punctual bus service during the closure.

As a result, a dedicated shuttle replacement service (Service 195) has been procured. This service will:

- Operate between Canklow and Treeton, via Aughton Crossroads
- Depart from Rotherham at broadly the same times as the existing 73/95 departures
- Provide continuity for passengers who are unable to access diverted mainline services
- Service 95 will operate directly between Catcliffe and Waverley, avoiding the closure
- Services 71, 71A and 71S will divert from Aughton Crossroads to Catcliffe via Brinsworth

Accessibility and late evening connectivity have been key considerations in the planning process. The replacement and diverted services will continue to operate with accessible vehicles, and timetables will be structured to reflect revised routing to maintain reliability.

Passenger information will be made available in advance of the works to ensure residents are aware of the changes and can plan their journeys accordingly.

Question 3 – From Bob Croxton, Treeton Parish Council

We have learnt from the message below that Yorkshire Water are planning to close Treeton Lane/Mill Lane in and out of Treeton to Catcliffe for several weeks in the summer, details below, which were sent in an email to Treeton Parrish Council. We are going to discuss at the Parish Council on 27th April so I may be able to send further information on 28th.

I would like to see a meeting called to find out the needs of local bus users during this closure and it not just left to the powers that be! I would be interested tok now if the bus operators are aware of this closure and revised routes and timetable will need to be made?

Answer – SYMCA

SYMCA has worked directly with Yorkshire Water to ensure that bus users are not left without service during the closure. The introduction of Service 195 as a shuttle replacement, alongside revised routings for existing services, is intended to ensure that the needs of local passengers are addressed rather than relying solely on standard diversions.

SYMCA welcomes Treeton Parish Council's engagement on this matter and is supportive of continued dialogue to understand any specific local concerns, including walking distances to stops, service timing, and evening travel needs.

Any feedback arising from the Parish Council meeting on 27th April will help to inform ongoing monitoring of the arrangements once the works are underway.

The situation will be kept under review throughout the closure period, with officers and operators working together to respond to any emerging issues and to ensure that bus services remain as reliable and accessible as possible for Treeton residents.

Question 4 – From Councillor Baggaley

Last summer we saw changes to bus times with a reduced service during the whole summer period. This reduced service saw services cut from 30 minutes to hourly and caused several issues for residents who rely on the bus service. Can we have reassurance that this summer services will be maintained with no summer timetable changes?

Answer – SYMCA

Service 95 is operated on a commercial basis by First Bus, and SYMCA has not been notified of any planned summer timetable reductions to this service.

Based on the information currently provided by the operator, Service 95 is expected to continue operating at its normal frequency throughout the summer period, with no move to a reduced summer timetable of the type experienced last year.

While SYMCA does not control service levels on commercially operated routes, operators are expected to notify SYMCA of any planned reductions or significant changes. No such notification has been received in relation to Service 95.

Officers will continue to monitor the situation closely, particularly during the period of the Treeton Lane/Mill Lane road closure and will raise any emerging concerns promptly should service reliability or frequency be impacted.

Question 4 – From Bob Croxton, Treeton Parish Council

Will First Buses be operating a summer timetable on the 95 route as per 2025?

Answer – SYMCA

First Bus has not confirmed that it will be operating a summer timetable on Service 95 for summer 2026, and SYMCA has not been notified of any planned summer service reductions to this route.

Service 95 is operated on a commercial basis by First, and while SYMCA is not responsible for setting the timetable, operators are required to notify SYMCA of any planned changes, including reduced summer frequencies. No such notification has been received, unlike in 2025 when summer timetable changes were advised.

Question 5 – From Councillor Bennett-Sylvester

Users of the Gateway Club in Dalton relying on the Door2Door Service have over the past few weeks suffered considerable disruption due to late cancellations and now a full suspension of the Thursday evening service. Can you please give Members a full explanation of the reasons behind the service disruption, actions being taken to rectify and when a full service can be reinstated?

Answer – Rotherham Community Transport

Our sincere apologies about the services that have not run in recent months. We have had staff leaving and drivers off work through sickness to contend with, leaving us 5 drivers down; a situation that was out of our control. We are currently going through a driver recruitment/training process and hope will be able to resume the regular Gateway Club runs by the end of May.

Question 6 – From Councillor Bennett-Sylvester

I have had anecdotal evidence of buses on the 116 route apparently looking to make up time on the journey into Rotherham missing out the main part of Thrybergh village and running down Hollings Lane to Oldgate Lane. Yesterday I witnessed this with two buses running up to Ravenfield the return 9.15 a.m. service from Thrybergh Parish Hall then missing. One resident who had been at the stop since 8.30 a.m. rang Traveline to be told the bus had been at the stop at 9.18 a.m. The stops in Thrybergh were busy and the bus became standing room only with the stops from where the bus would have rejoined the route being clear. Is this being used as a practice to make up time and would it not be better to run late rather than as happened yesterday (27th April) leaving residents late for work and appointments?

Answer – First Bus

Checks had been made and, for the day mentioned in particular, there was a bus break down that was quickly replaced to run its next journey from Rotherham. The Other journeys have been checked and confirmed that they operated the route as planned.

Question 7 – From Bob Croxton, Treeton Parish Council

I have had complainants, and I am also of the same view, about the poor condition of the 95 Sheffield to Rotherham bus stop on Arundel Gate Sheffield. This stop is shared with the frequent 52 route and often buses are stopping before and after at other stops and at busy times it can be quite chaotic.

Also it is not a very nice area particularly since the British Heart Foundation shop shut which used to light the undercover area. It is next to probably the worst area in the centre of Sheffield for drunks and druggies. The live times screen, at least up to a couple of weeks ago, has not worked for a long time as has the one at Moorfoot where I occasionally catch the last 73 bus home to Treeton.

Answer – SYMCA

These issues will be passed to the Infrastructure and Service Information teams within SYMCA for consideration, including stop layout, lighting, passenger environment, and repair of live information displays, with the matters kept under review in liaison with partners and operators. We will also forward on these concerns to Sheffield City Council for their attention.

Question 8 – From Bob Croxton, Treeton Parish Council

The bus shelter on Treeton Lane Treeton heading to Catcliffe although nearly new is desperately in need of a wash and vegetation clearing around it?

Answer - SYMCA

This matter will be passed to the Infrastructure team within SYMCA, who will liaise with the on-street cleaning teams to arrange attendance.