

# SHEFFIELD CITY REGION TRANSPORT STRATEGY

## 2011-2026

Evidence Base

DOCUMENT 6: ENHANCING SOCIAL  
INCLUSION AND HEALTH



SHEFFIELD  
**City Region**

**southyorkshire**  
local transport plan

# Contents

1.	Introduction.....	3
	The Evidence Base.....	3
	This Document.....	3
	Document Structure.....	3
2.	Recreation and Tourism.....	4
	Introduction.....	4
	Recreational and Green Spaces.....	4
	Tourism.....	5
3.	Public Transport Use.....	8
	Introduction.....	8
	Social Exclusion.....	8
	Public Transport User Characteristics.....	8
	Young People.....	9
	The Elderly.....	11
	Disabled People.....	11
	Opening up Travel Opportunities.....	15
	Value for Money.....	18
	High Quality Public Transport.....	21
4.	Transport Accessibility.....	26
	Introduction.....	26
	Access to Public Transport.....	26
	Access to Local Centres.....	33
	Access to Healthcare.....	35
	Access to Rural Locations.....	36
	Information Provision.....	37
5.	Summary.....	40

## Tables

Table 3.1 Low Floor Buses as at January 2010 (excluding coaches and school buses).....	12
Table 3.2 Community Transport Services .....	16
Table 4.1 Access to Employment in South Yorkshire .....	30
Table 4.2 Access in South Yorkshire .....	33

## Figures

Figure 2.1 Green Spaces Map .....	5
Figure 3.1 Travel Patterns to Further Education Establishments.....	9
Figure 3.2 Further Education Establishments .....	10
Figure 3.3 Low-Floor Bus Services .....	13
Figure 3.4 Patronage on Community Transport Services 2009/10 .....	17
Figure 3.5 Satisfaction with Value for Money .....	19
Figure 3.6 When Travelling by Bus, What Ticket Do You Normally Use? .....	20
Figure 3.7 Percentage Satisfied with Value for Money of Rail Fares.....	21
Figure 3.8 Overall General Satisfaction .....	22
Figure 3.9 Satisfaction with Service Aspects .....	23
Figure 3.10 Overall Satisfaction .....	24
Figure 3.11 Underlying Passenger Growth Forecast by Key Market .....	25
Figure 4.1 Percentage of Rural Households within 800m of a Bus Stop Broken Down by Frequency.....	27
Figure 4.2 Percentage of Households with a Bus Stop within 800m and Bus Service Available .	28
Figure 4.3 Households Beyond 400m or 800m of a Bus Stop. ....	29
Figure 4.4 No Car Households and High Frequency Bus Routes in South Yorkshire .....	30
Figure 4.5 Access to Employment: More Than 40 Minutes Travel Time .....	31
Figure 4.6 Getting Shift Work Without Access to a Car ‘Consequence’ Diagram.....	32
Figure 4.11 Number of Individuals Receiving Information on Travel Options and Assisted into Employment and Training .....	33
Figure 4.7 Position of Households Over 30 Minutes from a Local Centre .....	34
Figure 4.8 High Frequency Bus Network .....	35
Figure 4.9 Rural Accessibility .....	36
Figure 4.10 External Funding for Rural Transport.....	37
Figure 4.12 Which Sources of Information Have You Used?.....	38
Figure 4.13 Satisfaction Levels with Public Transport Information .....	39

# 1. Introduction

## The Evidence Base

- 1.1. This document forms part of the series of Evidence Base documents, which are presented here as an Annex to our Third Local Transport Plan (LTP3). This series of documents presents a substantial body of evidence we have compiled while developing the Transport Strategy, which is the first of the two parts of the new LTP3.
- 1.2. The evidence we have gathered is used to establish the arguments that inform the list of policies included in the Transport Strategy. The wider context for the Evidence Base is provided in Document 1: Geographic and Demographic Overview.

## This Document

- 1.3. This document is the part of the Evidence Base dealing with our goal of Enhancing Social Inclusion and Health. This goal includes the following challenges:
  - Improving sustainable access to the natural environment.
  - Capitalising on our tourism assets.
  - Improving journey experience and customer satisfaction levels.
  - Overcoming social exclusion barriers.

## Document Structure

- 1.4. Chapter 2 examines the role of the natural environment and the impact of tourism on SCR. Chapter 3 describes how public transport provision effects patronage. Chapter 4 reviews the accessibility of public transport and Chapter 5 summarises the document.

## 2. Recreation and Tourism

### Introduction

- 2.1. This chapter describes the effect transport can have on recreation and tourism. The first part of this chapter highlights the importance of the recreational and green spaces in SCR. The chapter then goes on to explain the importance of tourism in SCR.

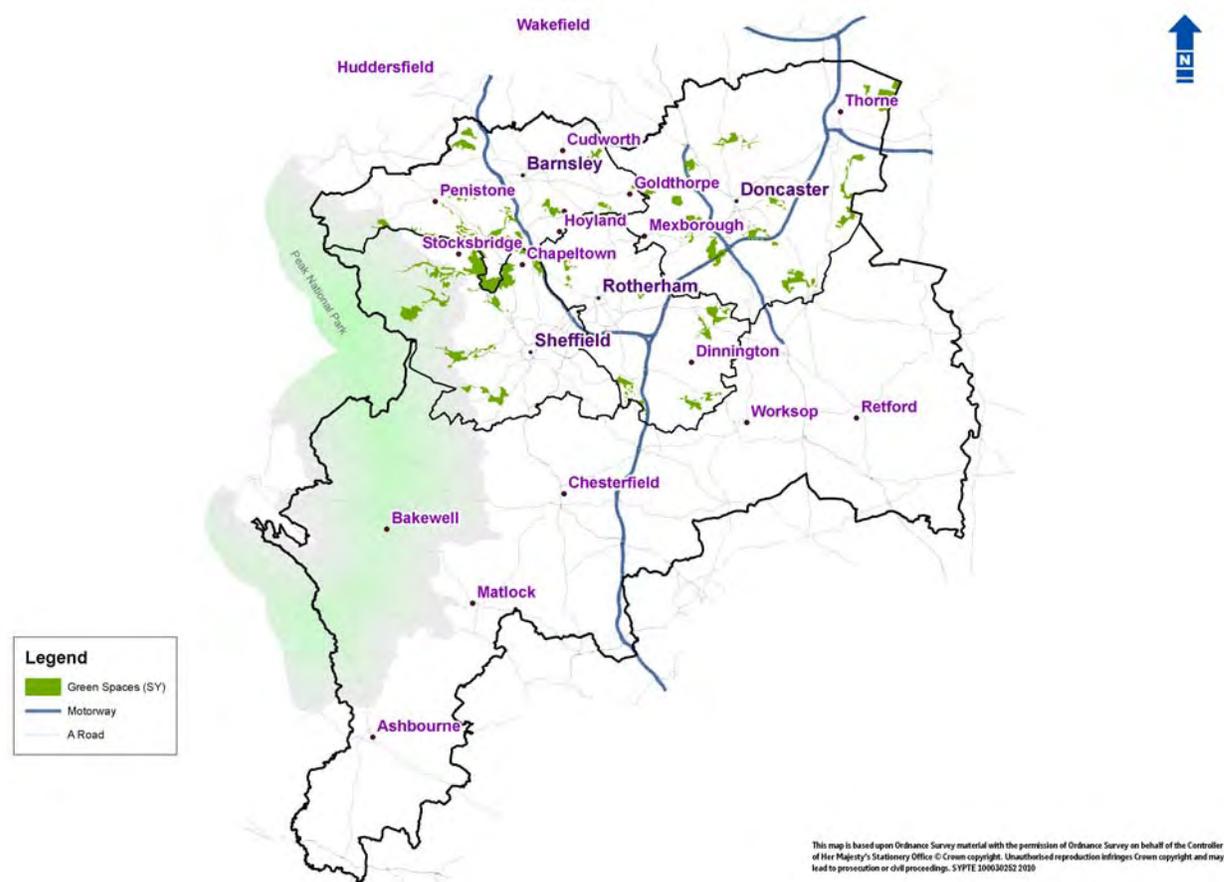
### Recreational and Green Spaces

- 2.2. Creating a physical environment in which people can live healthier lives, with a greater sense of well-being is a significant factor in reducing health inequalities. Living close to areas of green space, parks, woodland and other open spaces offer a number of opportunities for healthy pursuits, such as walking, cycling and improved air quality.
- 2.3. Green spaces have additional benefits in that they reduce urban temperatures and improve drainage, reducing the risks to health associated with heat waves and flooding.
- 2.4. The growth of SCR's economy and population is likely to put more pressure on using these green spaces for housing or employment. SCR's parks and public spaces are essential for improving the quality of life in urban areas across SCR. In fact, research has shown that over 95% of people believe it is very or fairly important to have green spaces near to where they live and this value placed on green space is consistent across all sections of society.
- 2.5. There is also a need to balance the overall demand for travel with the preservation and maintenance of SCR's heritage assets and natural environment. This is a particular issue where transport and the natural environment are not complementary.
- 2.6. SCR contains a significant number of parks which are used for leisure and recreational activities. In Sheffield there are a total of 75 parks, 10 gardens and 4000ha of woodland. There are also a number of distinctive 'green corridors' mostly following river valleys, which also provide important recreational links between the city and the surrounding countryside. Figure 2.1 shows the distribution of parks across South Yorkshire.
- 2.7. Sheffield's parks have also been used to encourage the uptake of active travel modes. The Pedal Ready Cycle Training Cooperative has attended 30 events and festivals a year in Sheffield's parks and green spaces. These events encourage the uptake of cycling and provide safety information. They have also provided around 20 guided rides a year.
- 2.8. In Barnsley there has been a major investment in many of the Borough's parks<sup>1</sup>, alongside a multitude of 'active friends of parks groups'. This investment is resulting in many of the Borough's parks being of a higher quality which is facilitating greater usage.
- 2.9. An important part of the greens spaces in SCR are the Sites of Special Scientific Interest (SSSI). These are the country's very best wildlife and geological sites and include some of the most spectacular and beautiful habitats. Within SCR there are over 30 SSSI's which are protected from development in order to preserve the natural heritage for future generations.
- 2.10.

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<sup>1</sup> Through the Transforming Your Space and the Community Green Space Fund

**Figure 2.1 Green Spaces Map**



Source: SYPTE/Mott MacDonald

## Tourism

- 2.11. Tourism forms a significant sector within SCR, with the Peak District National Park representing a major tourist attractor.
- 2.12. Tourism is an important element of the economic prosperity of the area. As well as the direct spend provided by incoming tourists, additional economic activity is generated by the local industries which support the tourism sector. In addition, the tourism sector supports numerous jobs within the district.
- 2.13. In 2006 the Campaign for National Parks produced a report which looked at the economic activity generated in the Yorkshire & Humber region by visitors to the 3 national parks (North Yorkshire Moors, Yorkshire Dales and Peak District). This report suggests that visitors to the parks spend £658 million annually in the Yorkshire & Humber region. Of this figure, the research showed that £400 million was spent within the National Park, suggesting that the remaining £260 million of expenditure took place outside the National Park boundaries.
- 2.14. Table 2.1 shows how the total spend is categorised by visitor type and park. Day visitors are categorised as those coming to the National Park from the Yorkshire & Humber region and those from elsewhere. Tourists are defined as visitors who stop

overnight and are categorised as staying within the park or staying elsewhere in the Yorkshire & Humber region.

**Table 2.1 Total tourism expenditure by area**

	Day visitors from Y&H (£m)	Day visitors from elsewhere (£m)	Tourists staying in the area (£m)	Tourists staying in the rest of Y&H (£m)	Total (£m)
North York Moors	27.1	37.7	131.0	64.8	260.6
Yorkshire Dales	23.3	80.7	158.4	82.8	345.3
Peak District	2.0	20.0	10.8	19.3	52.1
<b>Total (£m)</b>	<b>52.4</b>	<b>138.4</b>	<b>300.3</b>	<b>166.9</b>	<b>658.0</b>

2.15.

2.16. The total represents 15.2% of the land area of the Peak District which is within the Yorkshire and Humber region and the report uses this proportion to estimate the level of visitors and spend. When factored up to include the entire Peak District National Park, it suggests the total spend by visitors to the Peak District national park is around £342.8 million.

2.17. The report also states that the visitor spend in the national parks directly supports around 12,000 jobs in the Yorkshire & Humber region and that, with the knock-on effects of direct tourism expenditure, visitors could be responsible for almost £1 billion of output annually within the region.

2.18. To maintain or grow this level of economic activity, it is important to consider the transport available to visitors. The Peak District national park is one of the most accessible National Parks in Britain, attracting 10.1 million visitors every year. A 2005 visitor survey showed that only 15% travelled by non-car modes, as shown in Table 2.2.

**Table 2.2 Method used by visitors to travel to the Peak District (2005 visitor survey)**

Mode	Number travelled annually (000)	Percentage
Car	8,500	85%
Coach	900	9%
Walk	300	3%
Bus or Train	200	2%
Cycle	100	1%

2.19.

2.20. Further research shows that the majority of visitors come from the cities surrounding the National Park, with people from Sheffield accounting for the highest proportion at 25%. Combined, the visitors from the 4 cities closest to the National Park (Sheffield, Stockport, Derby and Nottingham) account for around 54% of visitors.

2.21. In September 2010, VisitEngland selected the Peak District as a pilot “Destination of Distinction”. As a “Destination of Distinction”, the Peak District will play a leading role in

the national tourist board's international campaigns to promote the UK as a tourist destination.

- 2.22. As part of their Strategic Framework for Tourism 2010-2020 VisitEngland are targeting an annual tourism growth of 5% and the Destinations of Distinction will form a key part of this. Achieving the targeted annual growth will result in a cumulative increase in the size of the England market of 64% by 2020, resulting in an additional £50 billion in expenditure and the creation of 225,000 jobs.
- 2.23. In addition, Sheffield City Council has entered into a tourism partnership with Visit Peak District & Derbyshire to promote Sheffield as "The City of The Peaks", reflecting the close proximity of the city to the national park.

## 3. Public Transport Use

### Introduction

- 3.1. This chapter describes the evidence that relates to the provision of public transport for all. The information provided in this chapter identifies five main barriers to accessing services and some of the key groups that are affected. The chapter goes on to examine access to opportunities and the affordability of public transport in South Yorkshire. This chapter also identifies the need for flexible transport options and describes the importance of high-quality infrastructure.

### Social Exclusion

- 3.2. The Social Exclusion Unit (SEU) report on transport examined the links between social exclusion, transport and the location of services. It was particularly focused on access to those opportunities that have the most impact on life-chances, such as work, learning and healthcare.
- 3.3. It identified five key barriers to accessing services:
- The availability and physical accessibility of transport: For some people there is no public transport, or it does not go to the right places or at the right times, or it does not go often enough or reliably enough, or vehicles are not accessible to disabled people. People living in rural areas without access to a car can face particularly acute problems.
  - Cost of transport: Some people find the costs of personal or public transport are very high or unaffordable. Bus fares have risen by nearly a third since 1985. Motoring costs account for 24 per cent of the weekly expenditure of households in the lowest income quintile who have cars.
  - Services and activities located in inaccessible places: Developments including housing, hospitals, business and retail are often located in areas not easily accessible to people without a car. Between 1986 and 1997, the number of out-of-town shopping centres increased four-fold.
  - Safety and security: Some people are unwilling to use public transport or walk to key services because of fear of crime or antisocial behaviour, or fear of road accidents. For example the study showed that 53 per cent of women and 23 per cent of men feel unsafe waiting on a train platform after dark.
  - Travel horizons: Some people are unwilling to travel long journey times or distances, or may not know about or trust transport services. The average distance to work for people on low incomes is three miles compared with eight for the general population.

### Public Transport User Characteristics

- 3.4. Every three years South Yorkshire Passenger Transport Executive (SYPTTE) conducts a programme of Bus Quality Quantification surveys to obtain information from the travelling public on their age, employment status, ethnicity and socio-economic group.
- 3.5. The research shows that females make up the majority of bus users. Examining the age of bus users the 55 to 64 year old age group make up the smallest proportion of users, the retired making up the largest group, with 30% of all trips. Full-time employed people make up 17% of trips, part time workers make 13% of the trips and unemployed people

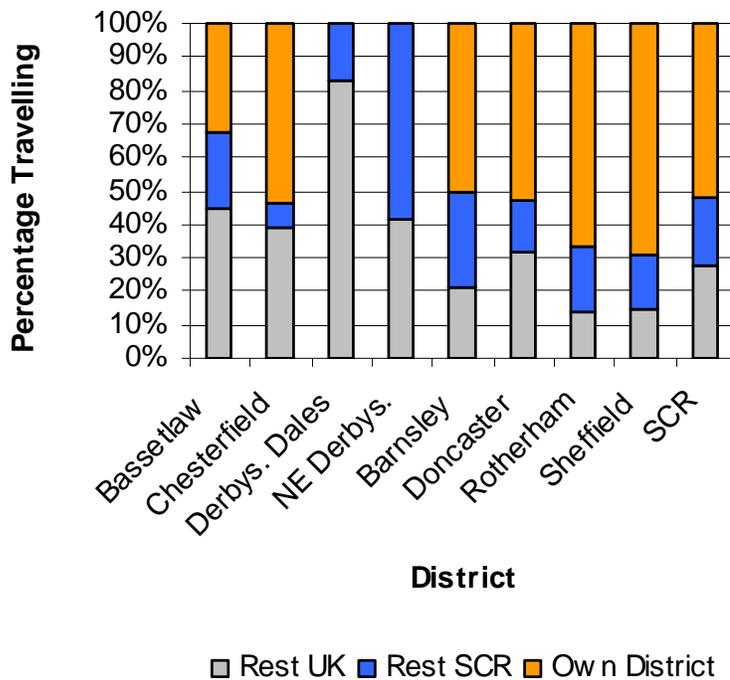
make 14% of the trips. Over the three survey years there has been very little change in the proportions of groups using bus services in South Yorkshire.

- 3.6. The following sections detail some of the issues faced by certain user groups when travelling by public transport.

### Young People

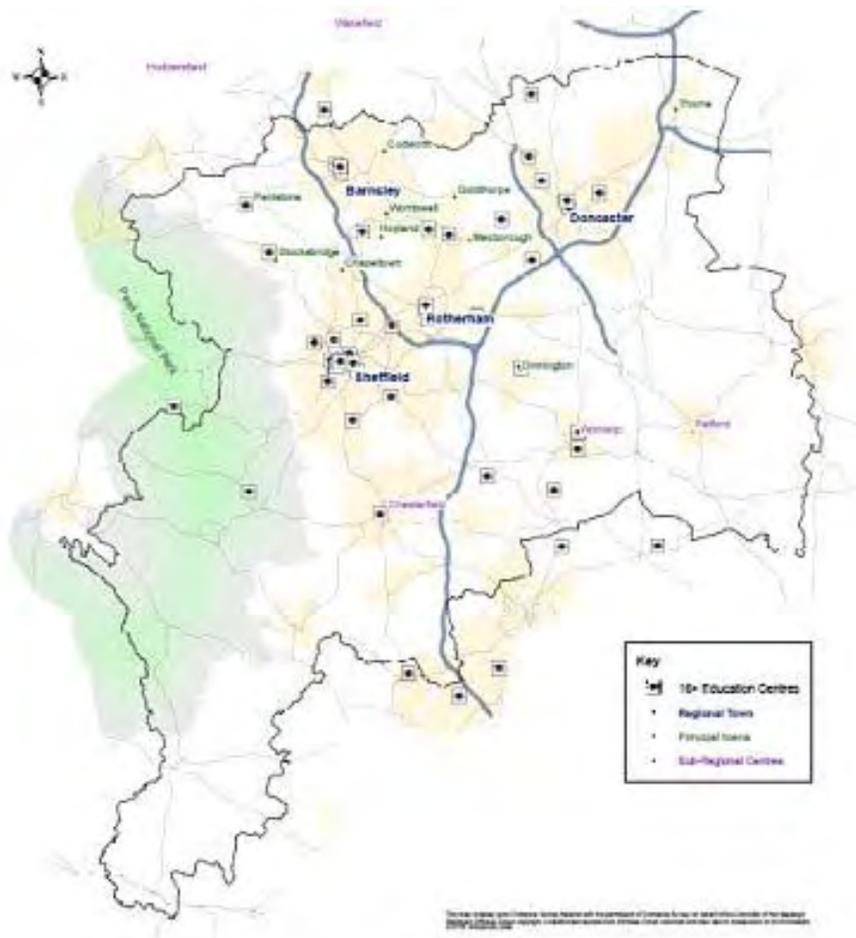
- 3.7. The 2009 Bus Quality Quantification survey results showed that a total of 17% of bus users (defined as people who use the bus at least once per month) were between the ages of 16 and 24. Despite the reasonably high percentage of young users the provision adequate public transport is an issue. For example, during focus groups meetings as part of a project called 'Distillate', access to education was discussed as an issue for participants in Goldthorpe and Bolton-on-Dearne.
- 3.8. One of the primary concerns for young people is access to education. This can be a problem in SCR, as Further Education establishments are scattered across the area. Figure 3.1 shows the travel patterns of people travelling to Further Education Establishments from SCR. Figure 3.2 shows the location of these establishments across SCR.

**Figure 3.1 Travel Patterns to Further Education Establishments**



Source: Sheffield City Region Strategic Economic Assessment

**Figure 3.2 Further Education Establishments**



Source: SYPTE / Mott MacDonald

- 3.9. In 2008, 115,000 SCR residents (excluding Bolsover) travelled to Further Education colleges. Of these, three quarters attended facilities in SCR<sup>2</sup>. Figure 3.1 shows that in the South Yorkshire districts, over half of learners attended courses within their own District, this proportion was highest in Sheffield and Rotherham.
- 3.10. The Derbyshire Dales and North East Derbyshire Districts have no Further Education Colleges, so have to rely on 6th Form school provision. In the Derbyshire Dales a quarter of pupils go to Derbyshire County Council 6th forms, some travel to Chesterfield College, with the remainder travelling outside of SCR.
- 3.11. In Bassetlaw, Derbyshire Dales and North East Derbyshire most students have to travel outside of their home towns. To what extent the lack Further Education facilities in their home town affects the level of NVQ 2 and NVQ3 qualifications is not known. The need to travel must affect attendance in further education, particularly if this requires travel cross border where travel by public transport may be long and convoluted. To try and overcome this issue Derbyshire County Council have introduced the B-Line Card, which

<sup>2</sup> Sheffield City Region Strategic Economic Assessment (2010)

provides half price travel on buses and trains from Derbyshire a number of towns and cities outside of the county.

- 3.12. In order to overcome some of the issues faced by young people Barnsley Metropolitan Borough Council has developed Mi Card. This scheme has been designed for under 18s living in Barnsley. The Mi Card allows the user free travel within the borough, free swimming at Barnsley Premier Leisure swimming pools, and it can be used as a library card.
- 3.13. The card gives younger people better access to opportunities at no cost to them or their parents. The scheme makes it easier to meet up with friends and take advantage of leisure and educational opportunities across the borough. The free travel initiative is the first scheme of its kind outside London, and the first card scheme in the UK to combine the three elements of travel, swimming and as a library card.

## **The Elderly**

- 3.14. Over the past 25 years the percentage of the population aged 65 or over has increased from 15% in 1983 to 16% in 2008, an increase of 1.5 million people in this age group. Within South Yorkshire approximately 16% of the population are aged 65 or over<sup>3</sup>. The SYPTE Bus Quality Quantification Survey results for 2009 showed that a third of bus users are aged over 60.
- 3.15. The introduction of free concessionary fares across the country has help to improve access for elderly people. However, this is only an advantage where public transport is readily available, there are areas where access to public transport is difficult, particularly for those with mobility problems.
- 3.16. Help the Aged in their report 'In the Right Place' said that 'too many older people are left alone and isolated because bus, trains or transport links are poor. Older people are facing hardship because they are old. With poor mobility, or because they live in rural areas, simply getting from A to B can be an ordeal for some older people'. The report stated that '21% of men and 33% of women aged 75 and over in 'fair/poor' health said they had difficulty getting to local shops<sup>4</sup>.
- 3.17. Elderly people who suffer mobility problems can benefit from some of the initiatives introduced to provide greater access for the disabled, as highlighted in the next section.

## **Disabled People**

- 3.18. The SYPTE Bus Quality Quantification results for 2009 show that overall one in six (17.7%) bus users experience some physical or other health related difficulties in getting about. This survey also showed that while over half has no household car, only one in ten (10.9%) has no access whatsoever (i.e. no access even to someone else's car). The research also showed that non-users were more likely to have difficulties in using public transport.
- 3.19. Improvements have been made across South Yorkshire to make public transport more accessible for disabled passengers. These improvements also have a knock-on affect by improving access for other passengers, such as passengers with pushchairs and elderly passengers who are not registered disabled, but suffer mobility problems.

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3 NOMIS Mid Year Population Estimates, ONS

4 Sheffield Community Care Mobility Strategy (2010)

- 3.20. The main investment has been in the introduction of low floor bus services. Approximately 84% of the fleet operating in South Yorkshire is now a low floor service. Table 3.1 shows the breakdown by operator.

**Table 3.1 Low Floor Buses as at January 2010 (excluding coaches and school buses)**

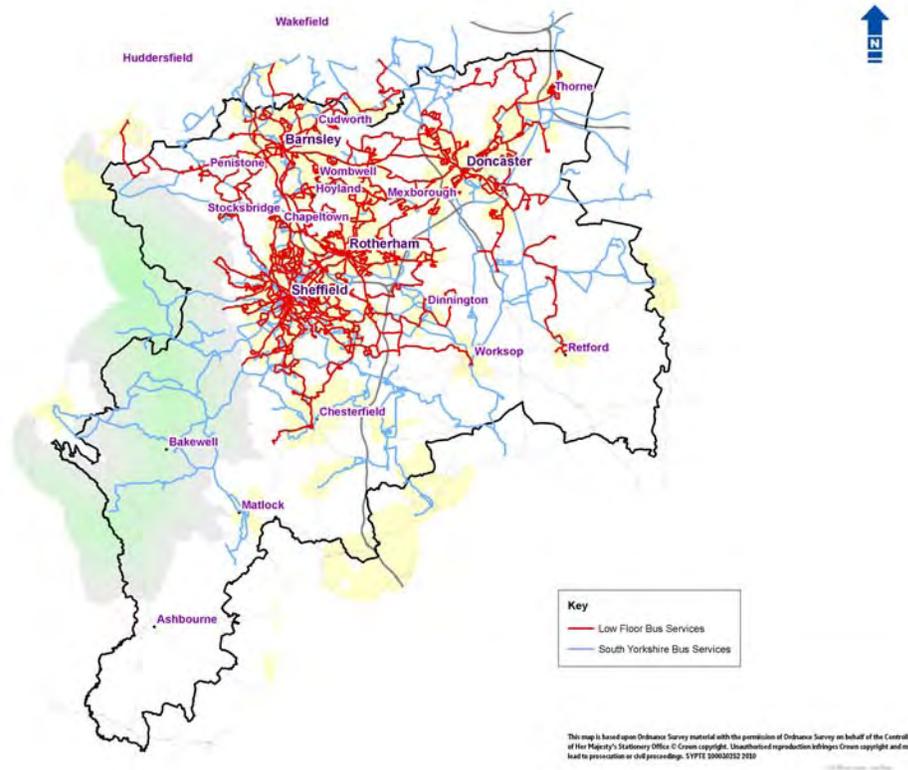
Operator	Total Fleet Size	Low Floor	Step
First	566	468	83%
Stagecoach Sheffield	104	103	99%
Stagecoach Yorkshire	185	158	85%
Expressway	1	1	100%
Powells	27	14	52%
Red Line	6	0	0%
SCT	28	27	96%
Tates	25	12	48%
TM Travel <sup>5</sup>	15	15	100%
Veolia	18	18	100%
Wilfreda	8	8	100%
Total	983	824	84%

Source: SYPTE

- 3.21. Figure 3.3 shows the bus routes which service South Yorkshire, identifying the split between low-floor buses and step-entry buses. This shows clearly that the majority of the services on the main corridors into Sheffield, Rotherham, Barnsley and Doncaster are served by low-floor buses, there are a number of services, particularly those serving some of the rural areas, for example the south west around Bakewell and Matlock are services which are still operated by step-access buses.

<sup>5</sup> Known low floors on services wholly in South Yorkshire

**Figure 3.3 Low-Floor Bus Services**



Source: SYPTE

- 3.22. Whilst access to bus services has improved, there has been very little investment in the train rolling stock serving the local rail network. Many of the trains operating these services are 20 to 30 years old. As a consequence a number of train services have been identified where standing during the morning peak is an issue. It is anticipated that future patronage growth will result in worsening accessibility as more people will be forced to stand.
- 3.23. Access around stations can also cause problems for disabled passengers and people with pushchairs. Some rural stations having very poor access from platform to platform. In 2006 the 'Railways for All Strategy' was launched to address the issues faced by disabled passengers using railway stations within the UK. The strategy has ring-fenced £35m funding per year from the DfT 'Access for All' fund until 2015 for provision of lifts or ramps, as well as associated works and refurbishment. Within South Yorkshire a number of stations have benefited from this investment, including the Barnsley to Sheffield, Dearne and Thorne lines<sup>6</sup>.
- 3.24. Whilst all the stations in South Yorkshire have level access to each platform some of these stations use Barrow crossings which are at the end of the platforms. These crossings allow a level crossing point for passengers. However, many of the ramps leading to these crossings have a steeper gradient than the requirements laid down in the DDA regulations, so do not meet DDA requirements.

<sup>6</sup> SYPTE Rail Strategy and Delivery Plan (2009)

- 3.25. According to the report 'Improving the Life Chances of Disabled People', transport is 'the issue given by disabled people most often as their biggest challenge'<sup>7</sup>
- 3.26. Active Sheffield in their report, 'Physical Activity and Disabled People: Action Plan 2009-2011, found that transport was one of the main barriers to accessing physical activity. In addition, research by a New Perspectives Survey<sup>8</sup> quoted in the Action Plan said that:
- transport was inaccessible
  - the attitudes and behaviour of transport providers is sometimes unhelpful
  - transport is too expensive
  - transport does not go door to door.
- 3.27. Furthermore, research has shown that a lack of accessible transport can have an impact on our economy, with disabled people travelling a third less often than the general public. 'A lack of accessible means of independent travel creates social exclusion for many people'<sup>9</sup>
- 3.28. It is not only those with physical disabilities who need to be considered. Community Care undertook a review of the information Sheffield City Council have about young people with a learning disability. The review identified that the overall number of people with a learning disability increased by 25% in the ten years between 1998 and 2008. In addition, the number of children and young people with a learning disability increased by nearly 120%, and young people with PMLD (Profound and Multiple Learning Disabilities) were found to have an unprecedented level of health and social care need, which will increase further as they enter adulthood. The report predicted that over the following ten years, there will be a 27% increase in adults over 20 with a learning disability from 2,020 in 2007 to 2,575 in 2017<sup>10</sup>.
- 3.29. It is important that the needs of those with learning difficulties are catered for and that they have the freedom to travel as they wish. Whilst the introduction of low floor buses has helped the physically disabled, little has been done to cater for those with learning disabilities, or other disabilities such as blindness.
- 3.30. The Sheffield Mobility Study identified six outcomes that they suggest need to be achieved:
- The council and other partners to work in a way that makes it easier for people to get around
  - People need good information, advice, guidance and support
  - People need to feel safe and secure with the transport options they have picked
  - People need to have an individual mobility plan
  - There should be clear eligibility criteria for funded mobility support
  - More people using Public Transport to love life.

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<sup>7</sup> PMSU (Prime Minister's Strategy Unit) (2005) Improving the Life Chances of Disabled People, Cabinet Office

<sup>8</sup> Sheffield Community Care Mobility Strategy, (2010) Sheffield City Council.

<sup>9</sup> Wilson Louca-Mai, An Overview of the Literature on Disability and Transport, Disability Rights Commission

<sup>10</sup> Community Care Mobility Strategy (2009) Sheffield City Council

## Opening up Travel Opportunities

- 3.31. The lack of accessible and affordable transport can be a major barrier to people living in both rural and urban areas when accessing training and employment opportunities. Young people in particular often face a situation where without a job they cannot afford to afford their own means of transport and without a vehicle of their own they cannot travel to work or take part in a training course.
- 3.32. Within some areas of SCR access to employment, education and key facilities is limited due to a number of factors. This could be because of the layout of the bus network or disability or mobility hinders them. In order to improve accessibility people who are not served by commercial operators, flexible modes of transport are available in the form of Community Transport (CT) and Taxis.
- 3.33. CT is a generic term to describe a range of transport and transport related services. The original rationale behind Community Transport was to attempt to meet the transport needs of people for whom mainstream transport was either unsuitable, inappropriate or simply unavailable. Traditionally, there has been a focus on the particular travel needs of disabled or older people, but this has not been exclusive and many Community Transport Operators provide services for all forms of community-based activities.
- 3.34. In recent years there has been a growing recognition at national level and in government of the potential benefits of a thriving local CT infrastructure. The sector's ability to meet accessibility targets and contribute to modal shift is now fully accepted. It is unlikely that mainstream public transport will ever be able to meet all travel demand and there will always be particular needs that require bespoke solutions.
- 3.35. The level of CT provision across the UK varies significantly, from very small social car schemes operated entirely by volunteers, to large multi-faceted organisations operating scores of vehicles and employing a considerable number of staff. Of course geographical variations lead to different solutions and what may work well in an urban context may fail in a more rural area. There is little doubt, however, that there is widespread need and with an ageing population that the need is likely to increase.
- 3.36. Across South Yorkshire there are a number of Community Transport operators these include:
- Barnsley Dial-a-Ride and Community Transport
  - Doncaster Community Transport
  - Rotherham Community Transport
  - Sheffield Community Transport
  - Sheffield Dial-a-Ride
  - Manor Community Transport
  - Transport 17.

3.37. Door 2 Door Transport is provided across South Yorkshire and provides a range of CT services designed for people who cannot use standard public transport. The services are operated by both fully accessible minibuses and cars. In order to use the service registration is required, with services picking people up from their door to take them around their local area and beyond. The different types of Door 2 Door transport available in South Yorkshire are:

- Shopper Bus
- Dial-a-Ride
- Group Travel
- Community Car Schemes.

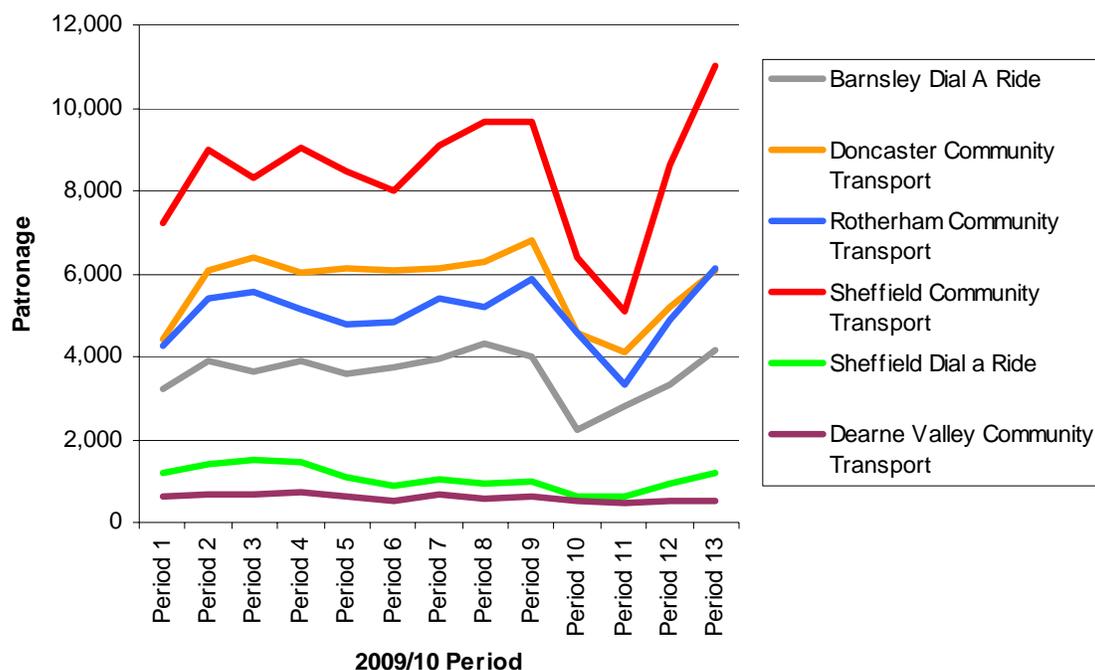
3.38. Table 3.2 describes each service and the eligibility criteria.

**Table 3.2 Community Transport Services**

Service	Description	Eligibility
Dial-a-Ride	Many pick up points to many destinations. Wheelchair accessible and help from door to door	Open to anyone who has a *difficulty using public transport and are registered with their local CT organisation.
		*Includes people who are rurally isolated.
Shopper Bus	Takes people on specified days of the week from a given set of origins to a defined local centre.  Picks up from the door, with help to get on bus	As 'Dial a Ride'
Group Travel	CT provide minibus, and may provide driver. Volunteer drivers need a MIDAS test	Open to any group registered with CT (Groups must be not for profit organisations and covered by the following categories: Pupils or students of any educational establishment; disabled persons or persons who are seriously ill; Persons whom the body exists to benefit; those who are geographically isolated.)
Community Car schemes	CT acts as a broker to provide a volunteer driver and car	As 'Dial a Ride'

3.39. Figure 3.4 shows the patronage levels for a number of the South Yorkshire CT operators over the past year. Period 11 relates to the beginning for 2010 so the drop seen here relates to the inclement weather which was experienced during January. Despite the drop, Sheffield Community Transport has seen an increase in patronage during the year.

**Figure 3.4 Patronage on Community Transport Services 2009/10**



Source: SYPTE

- 3.40. At present Door 2 Door only offers restricted cross boundary services, largely due to the historical remit of operators. Services have been provided for journeys within district boundaries, although there has always been a recognition that some cross-boundary demand exists.
- 3.41. As the operational structure of CT providers develops further, it is hoped that the scope to effectively eliminate district boundaries will be explored further. Improved joint working between operators could lead to operational efficiencies being achieved, particularly where services are operated in neighbouring parts of districts (for example, the Dearne) or where a specific destination point is used for journeys from more than one district (for example, Crystal Peaks).
- 3.42. The main aim is to make the sector more sustainable and more efficient, by lowering operating costs, reducing journey times and better utilisation of vehicles. These things may preclude some of the more desirable journeys people wish to undertake, but they provide fairer and more equitable provision covering more people.
- 3.43. A further example of flexible transport is Wheels 2 Work (W2W). W2W is a generic term used to refer to schemes which provide motorised two-wheelers, normally scooters, to people who face significant transport-related barriers. These barriers prevent them from taking up employment, training or education (ETE) opportunities.
- 3.44. In South Yorkshire, W2W schemes had been running in various parts of the county for several years. Schemes were, however, dependent on the availability of funding which was geographically focused. This led to somewhat patchy coverage across the county. In July 2008 a county-wide initiative was introduced through a partnership between Sheffield Community Transport (SCT) and SYPTE. This replaced a number of separate projects and has led to consistent criteria being applied and reduced overheads.

- 3.45. South Yorkshire W2W aims to break this cycle by offering individuals who are entering employment training or further education their own transport for a short period, (usually between 3 and 6 months) until a longer term transport solution can be found. On occasions, scooters can also be loaned to people already in employment, education or training where transport difficulties threaten their status.
- 3.46. In all cases the loan of a scooter is only considered where inadequate public transport would make it impossible to access the facilities. Over the past two years there has been growth in uptake of the scheme, in 2008/09 a total of 158 people took part in the scheme, this increased to 173 in 2009-2010.
- 3.47. Taxis also provide a flexible means of transport and are useful for a number of trips not served by accessible public transport or CT. Sheffield City Council's Care4You research found that 8.8% of elderly people used taxis on a regular basis.
- 3.48. Within SCR, taxis are regulated by the local authorities. Whilst the local authority deals with the registration of taxis co-operation is needed with other parties such as SYPT, Network Rail and Train Operating companies to ensure that adequate facilities are provided, such as pick up and drop of facilities.

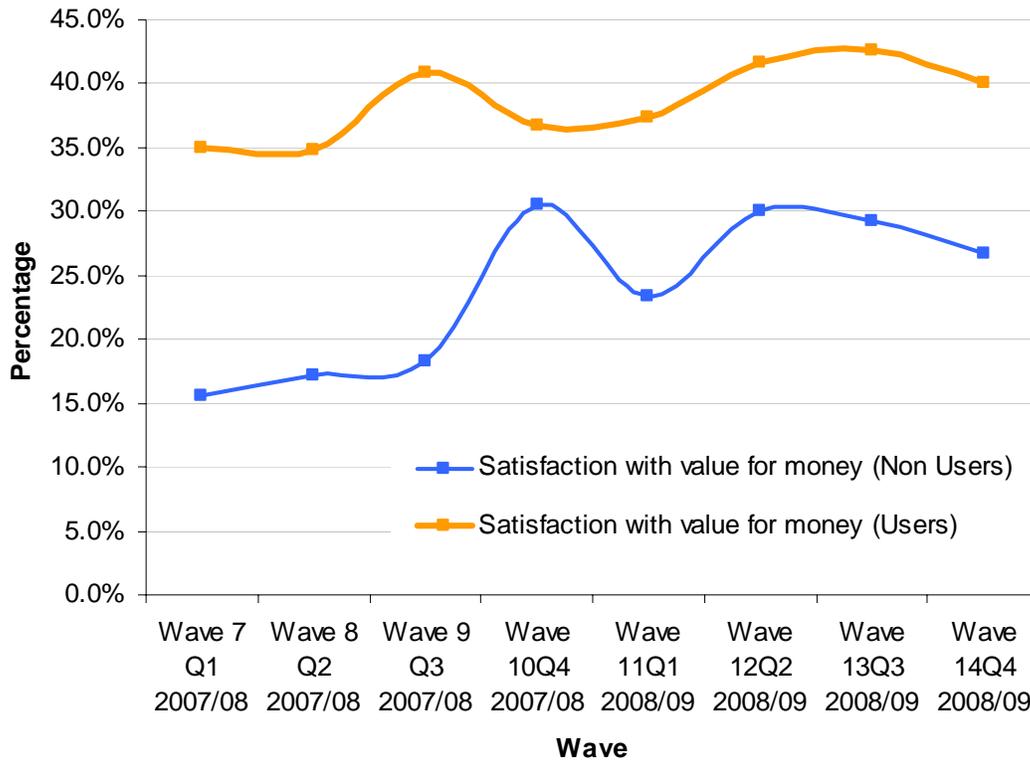
### **Value for Money**

- 3.49. The SEU report identified that accessibility is affected by the price charged for transport services. The provision of cheaper public transport was one of the key themes identified in an on-line survey undertaken by the Department for Transport<sup>11</sup>. Value for money was also mentioned as an issue during the consultation events with the Voluntary and Community Sector.
- 3.50. Bus fares in South Yorkshire have steadily increased in real terms over the past 20 years. Prior to deregulation bus fares grew at a slower rate than the retail price index, however following deregulation there was a jump in the average fare from around 5p to 25p. Throughout the rest of the 1980, 90s and early 2000s there was a gradual increase in the price of fares. Fares have increased substantially from just over £1.00 to around £1.45. Since 1974/75 to the present day bus patronage has decreased from its peak of 350million to around 100million.
- 3.51. Figure 3.5 shows the level of satisfaction in terms of value for money of bus services in South Yorkshire.

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<sup>11</sup> Public Attitudes to Transport DfT's On-line Citizens' Panel

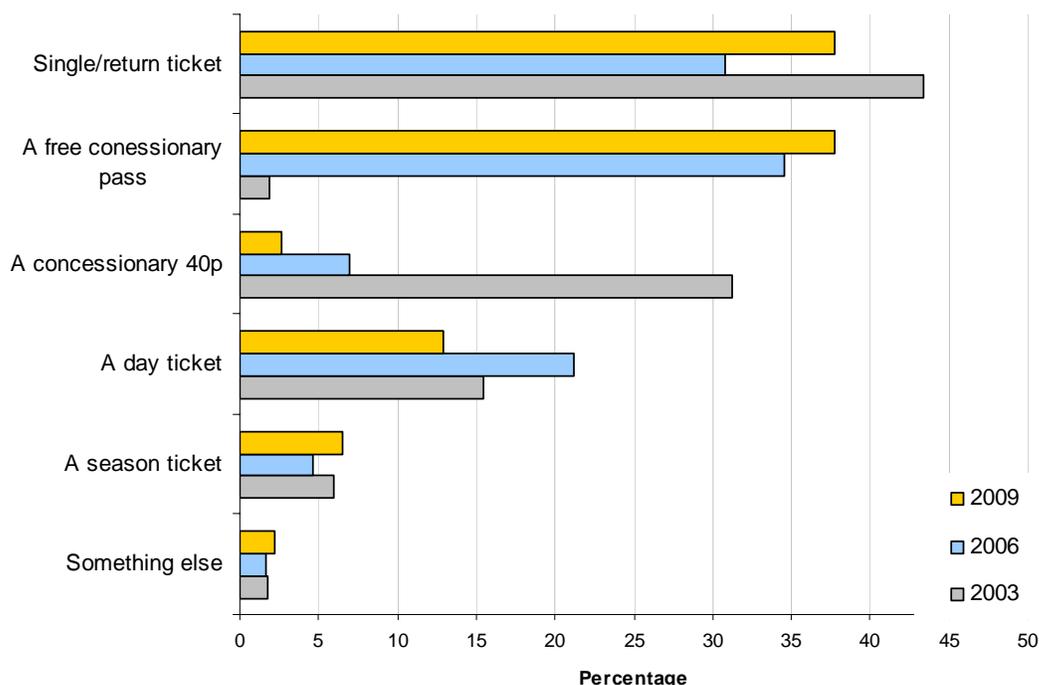
**Figure 3.5 Satisfaction with Value for Money**



Source: SYPTE

- 3.52. Figure 3.5 shows that only 40% of current public transport users surveyed feel that they are getting value for money. Feedback of those people that do not regularly use public transport shows that 27% do not feel that this mode offers value for money. However there has been a much bigger improvement in the number of non-users satisfied than users satisfied.
- 3.53. The results of these surveys indicate that much needs to be done to improve satisfaction with the value for money of bus services with the trend showing a gradual improvement in perceptions.
- 3.54. Figure 3.6 shows results from the Bus Quality Quantification survey that describes the type of tickets purchased.

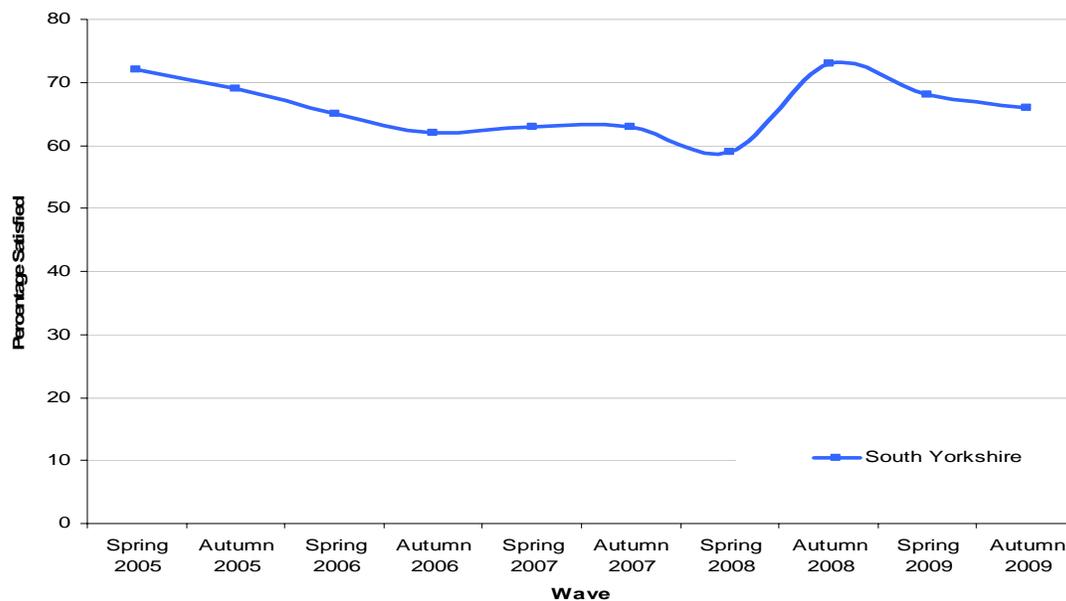
**Figure 3.6 When Travelling by Bus, What Ticket Do You Normally Use?**



Source: Bus Quality Quantification Survey (SYPTTE)

- 3.55. Figure 3.6 shows that, very few people appear to take advantage of lower priced season tickets. The biggest shift has been a move away from the use of day tickets (21.2% in 2006 to 12.9% in 2009). This in turn can have knock-on effects on the reliability of buses, as people buy individual tickets from the driver take longer to board, therefore slowing the service down.
- 3.56. The cost of an integrated bus ticket between companies is also a problem, very often passengers will buy an operator day ticket during the daytime period, however at night a change of operator meant that these tickets were no longer valid so passengers have to buy a new ticket. This extra cost can influence peoples travel decisions during the evening or can lead to passengers purchasing return tickets which may work out more expensive. An example of this is on the 52 route where both Stagecoach and First operate during the day, however after the evening peak only First operate.
- 3.57. The National Passenger Survey carried out by Passenger Focus also asks rail passengers their level of satisfaction with the value for money of rail fares. Figure 3.7 shows satisfaction levels up to the Autumn 2009 wave.

**Figure 3.7 Percentage Satisfied with Value for Money of Rail Fares**



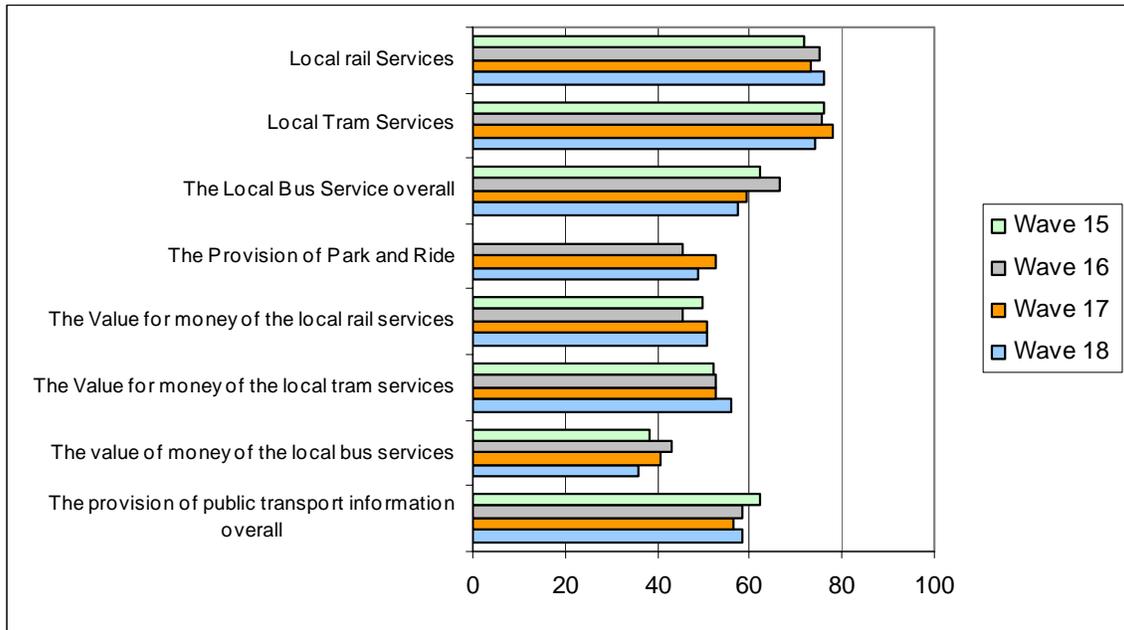
Source: National Passenger Survey

3.58. Figure 3.7 shows a much higher percentage of people satisfied with Value for Money on the railway, although following a peak during the Autumn 2008 the level of satisfaction has decreased. There has been investment by the long distance operators in Yield Management software to enable them to provide a quota of discounted tickets on their trains for people booking in advance on their website. However, Northern, who operate local services, has to rely on ticket office-based promotions on selected routes, (such as Northern Duo) as they do not have their own web ticketing system.

### High Quality Public Transport

3.59. SYPTE carry out regular passenger satisfaction surveys in February, May, August and November each year. These surveys provide an indication of public perception and satisfaction with local public transport services. Figure 3.8 shows general satisfaction with local bus, train and tram services along with Park and Ride.

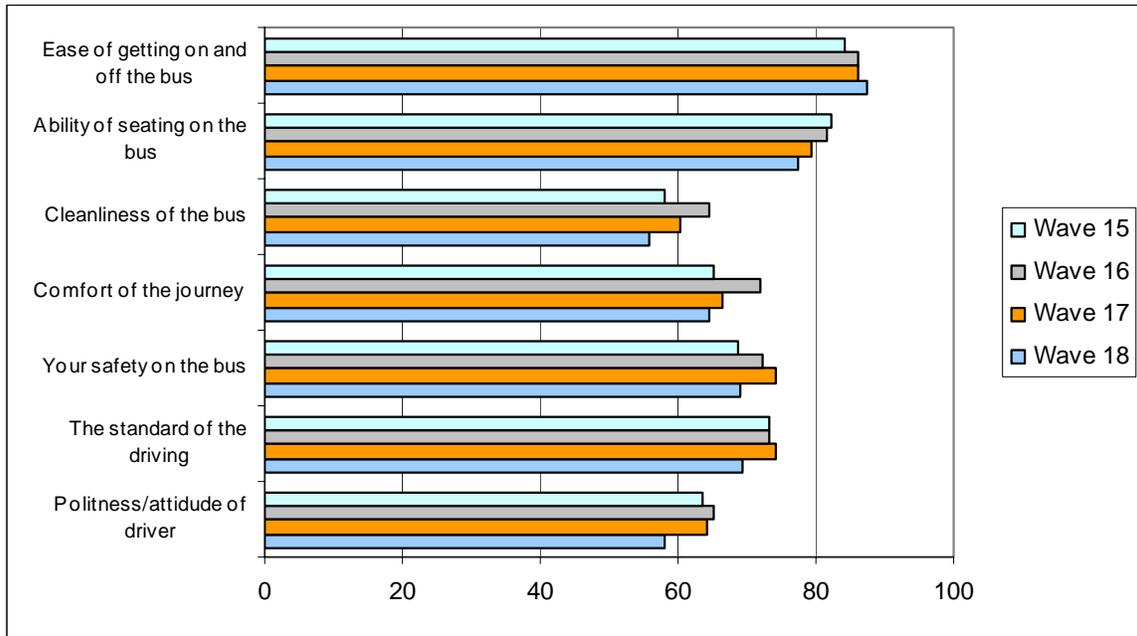
**Figure 3.8 Overall General Satisfaction**



Source: SYPTE

- 3.60. Results from these surveys show satisfaction with public transport, between 60% and 85%. There is a greater level of satisfaction with the quality of local rail and tram services than bus services. As Figure 3.8 shows, there are high levels of satisfaction across most of the areas. Value for money of both the train and bus services is low with around 40 to 50% of people satisfied with value for money. People perceive tram journeys to be better value for money than bus journeys even though average annual adult fares are higher on tram.
- 3.61. Figure 3.8 provides results from the same survey, concentrating on various aspects of the service provided when travelling by bus.

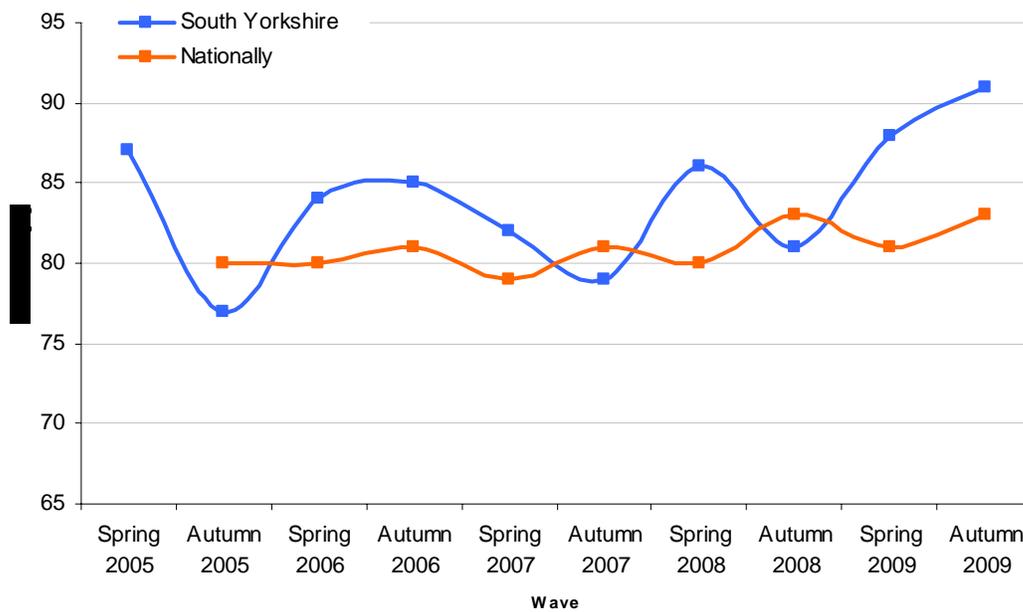
**Figure 3.9 Satisfaction with Service Aspects**



Source: SYPTE

- 3.62. Respondents are mostly satisfied with the ease of getting on and off the bus with 86% of people in the Wave 17 survey satisfied. They are least satisfied with the cleanliness of the bus (60% in the wave 17 survey). Politeness and attitude of the driver also figures low down the satisfaction ratings (64% in the Wave 17 survey).
- 3.63. Overall satisfaction with rail journeys has been obtained from the rail National Passenger Survey (NPS). Figure 3.10 shows there are high levels of overall satisfaction with train services.

**Figure 3.10 Overall Satisfaction**



Source: Passenger Focus

- 3.64. In South Yorkshire 93% of people questioned in the Autumn 2009 survey stated they were satisfied with the service, this is 8% higher than the national figure of 83%. Over the past 4 years there have only been 3 occasions (in Autumn 2005, April 2007 and Autumn 2008) where satisfaction has fallen below the national average.
- 3.65. In DfT survey work the feature of a train journey most often cited in relation to quality of life and public transport journeys was 'The ability to travel in comfort and to have a seat'. This was closely followed by 'affordability, reliability and frequency of public transport options'<sup>12</sup>. There are a number of morning peak rail services on the following routes where demand exceeds capacity:
- Chesterfield to Sheffield (on services which stop at Dronfield)
  - Swinton to Sheffield
  - Dore to Sheffield.
- 3.66. Demand for rail commuting into Sheffield as well as Leeds and Manchester has been growing strongly in recent years with a 12% increase in patronage seen in the last year. This has resulted in many services being close to or over capacity during the peak travel periods.
- 3.67. Of the 45 services that arrive into Sheffield during the am peak around 17 have more passengers than seats available (38%). On average, people on over-crowded services will need to stand for at least 20 minutes<sup>13</sup>.
- 3.68. Services affected by overcrowding include services from the East Midlands, Manchester, West Yorkshire, Conisborough to Sheffield, Swinton to Meadowhall, Wombwell to Meadowhall and Elsecar to Sheffield. There are also a number of services

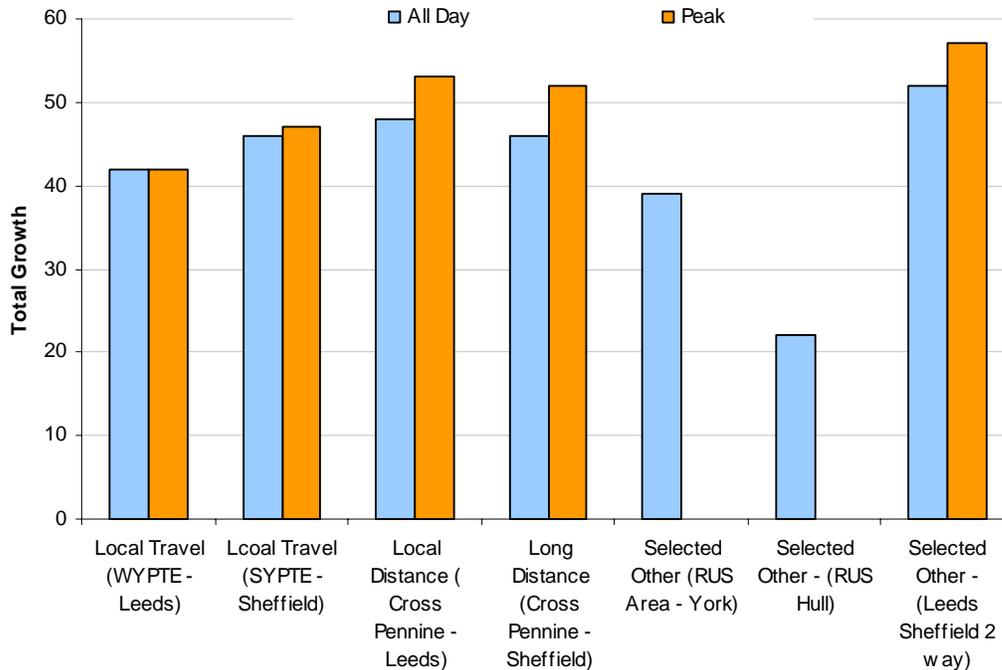
<sup>12</sup> Public Attitudes to Transport (2008) DfT's On-Line Citizens' Panel Report

<sup>13</sup> Yorkshire and Humber Route Utilisation Strategy Network Rail

where passengers are in excess capacity, these include services through Chesterfield and Dronfield to Sheffield, a service from Swinton through Rotherham and Meadowhall to Sheffield and a service from Dore and Totley into Sheffield.

- 3.69. Earlier in this document the effect that crowding can have for elderly and disabled travellers was highlighted, crowding can also dissuade new users. It can cause safety issues on platforms and stations and the event of emergency evacuation.
- 3.70. Figure 3.11 shows rail patronage forecasts undertaken by Network Rail (using Passenger Demand Forecasting Handbook projections).

**Figure 3.11 Underlying Passenger Growth Forecast by Key Market**



Source: Network Rail Yorkshire and Humber RUS

- 3.71. Figure 3.11 shows that the market for cross-Pennine routes is anticipated to grow by 46% overall with more than half of this growth forecast to take place during peak travel periods. Services between Leeds and Sheffield and local travel within the Passenger Transport Executive areas are also forecast to see nearly a 50% increase in passenger numbers by 2018.
- 3.72. Research in South Yorkshire indicates that 20 to 25% of rail users use the bus at either one or both ends of their rail trip, including at local stations<sup>14</sup>. This reinforces the importance of improving connectivity between rail stations and local bus services across SCR. Consultation with voluntary sector agencies has revealed that bus access to rural stations could be improved, especially in terms of the co-ordination of timetables.
- 3.73. For the tram network, research in support of a Major Scheme Business Case for additional trams<sup>15</sup> highlighted that almost one in three respondents had experienced difficulty boarding services at least 25% of the time whilst the majority (69%) experienced difficulties at least occasionally.

<sup>14</sup> Yorkshire and Humber Route Utilisation Strategy Network Rail

<sup>15</sup> Annex E MSBC for Additional Trams, SYPTTE unpublished

## 4. Transport Accessibility

### Introduction

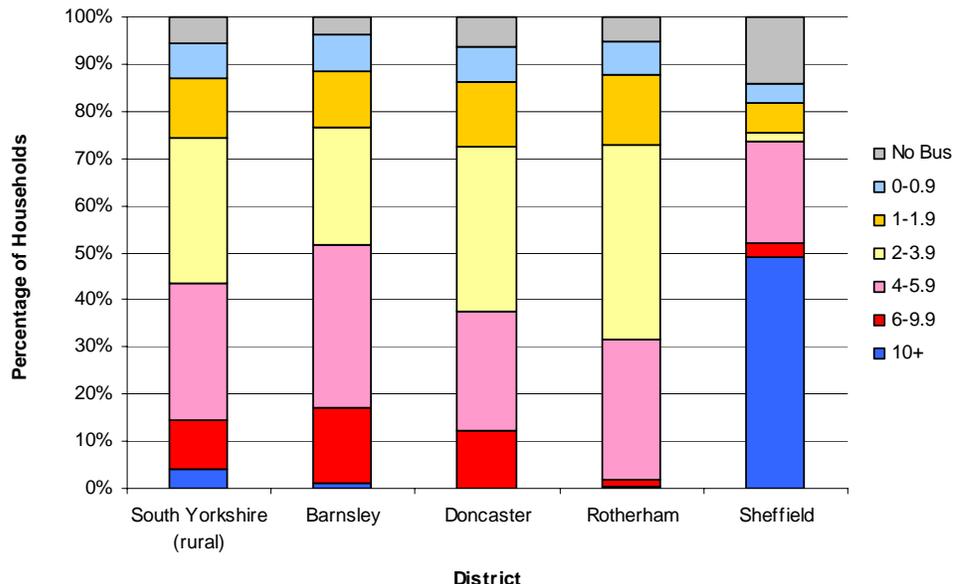
- 4.1. In this chapter the evidence relating to the accessibility of transport is examined. The information included in this chapter describes accessibility to employment, education, healthcare and rural places. The chapter also highlights the importance of information provision. The information that is presented here is focused on the provision of services in South Yorkshire.
- 4.2. In this chapter we cover two of the definitions that can be attributed to accessibility in a transport context. These definitions are coverage and provision of information. We have already covered a third aspect of accessibility, that of physical access, in chapter 3. We highlight this difference to establish our understanding of the various forms of accessibility.

### Access to Public Transport

#### Public Transport Coverage

- 4.3. Access to jobs and services are vital for maximising people's quality of life. This may be by public transport, car, or by active-travel modes. The following analysis has been undertaken by SYPTE to examine the level of access to the bus network. This assessment is based on the distance of households from selected bus stops with different frequency services. Rural households have been considered within a distance of 800m from their nearest bus stop whereas the location of urban households is based on a distance of 400m from their nearest bus stop. The following section breaks down the levels of accessibility between rural and urban areas based on the distance to bus stops which have the following levels of services:
  - 10 plus buses per hour
  - 6 to 9.9 buses per hour
  - 4 to 5.9 buses per hour
  - 2 to 3.9 buses per hour
  - 1 to 1.9 buses per hour
  - 0 to 0.9 buses per hour
  - No Bus
- 4.4. Figure 4.1 presents accessibility analysis to identify the percentages of households in rural areas who live within 800m of a bus stop and the level of service at each bus stop.

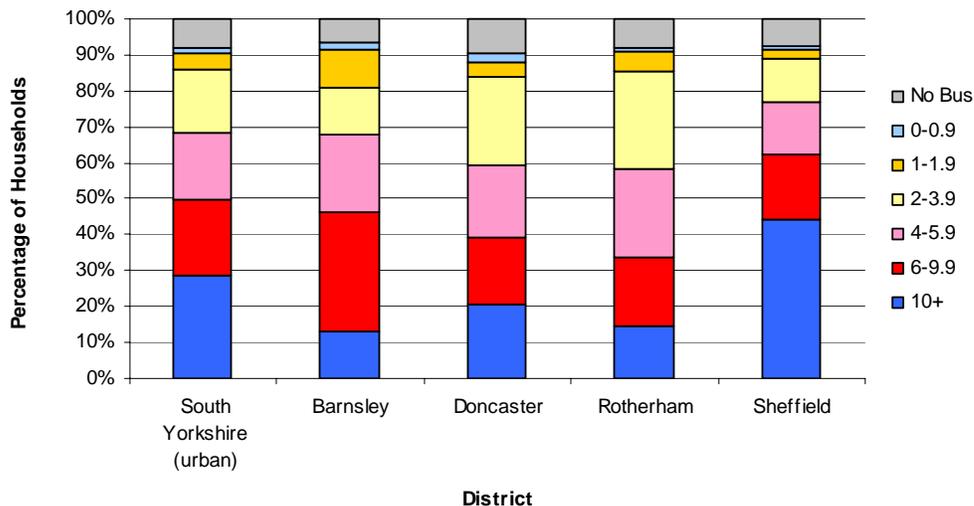
**Figure 4.1 Percentage of Rural Households within 800m of a Bus Stop Broken Down by Frequency**



Source: SYPTE

- 4.5. In Barnsley the majority of rural households (35%) are within 800m of a bus stop served by 4 to 5.9 buses per hour, this would equate to roughly a bus every 15 minutes. In Doncaster the majority of households (35%) are within 800m of a bus stop served by 2 to 3.9 buses per hour, this equates to a bus around every 30 minutes, Rotherham also has the majority of households (41%) within 800m of a bus stop served by 2 to 3.9 buses per hour. Sheffield, experiences significantly different levels of access as large majority of households (49%) are within 800m of a bus stop served by 10 or more buses per hour. This high number is mainly due to the Supertam Link bus which provides services from Oughtibridge to Warnccliffe Side, linking in to the Supertram network at Middlewood.
- 4.6. Figure 4.2 shows that in most of the districts the percentage of rural households that are within 800m of a bus stop with no bus service is relatively low. However, 14% of households in Sheffield are within 800m of a bus stop with no bus service. In Barnsley this drops to 4% with Doncaster having 6% of households within 800m of a bus stop with no service and 5% in Rotherham.
- 4.7. Figure 4.2 identified the percentages of households in urban areas who live within 400m of a bus stop and the level of service at each bus stop.

**Figure 4.2 Percentage of Households with a Bus Stop within 800m and Bus Service Available**



Source: SYPTE

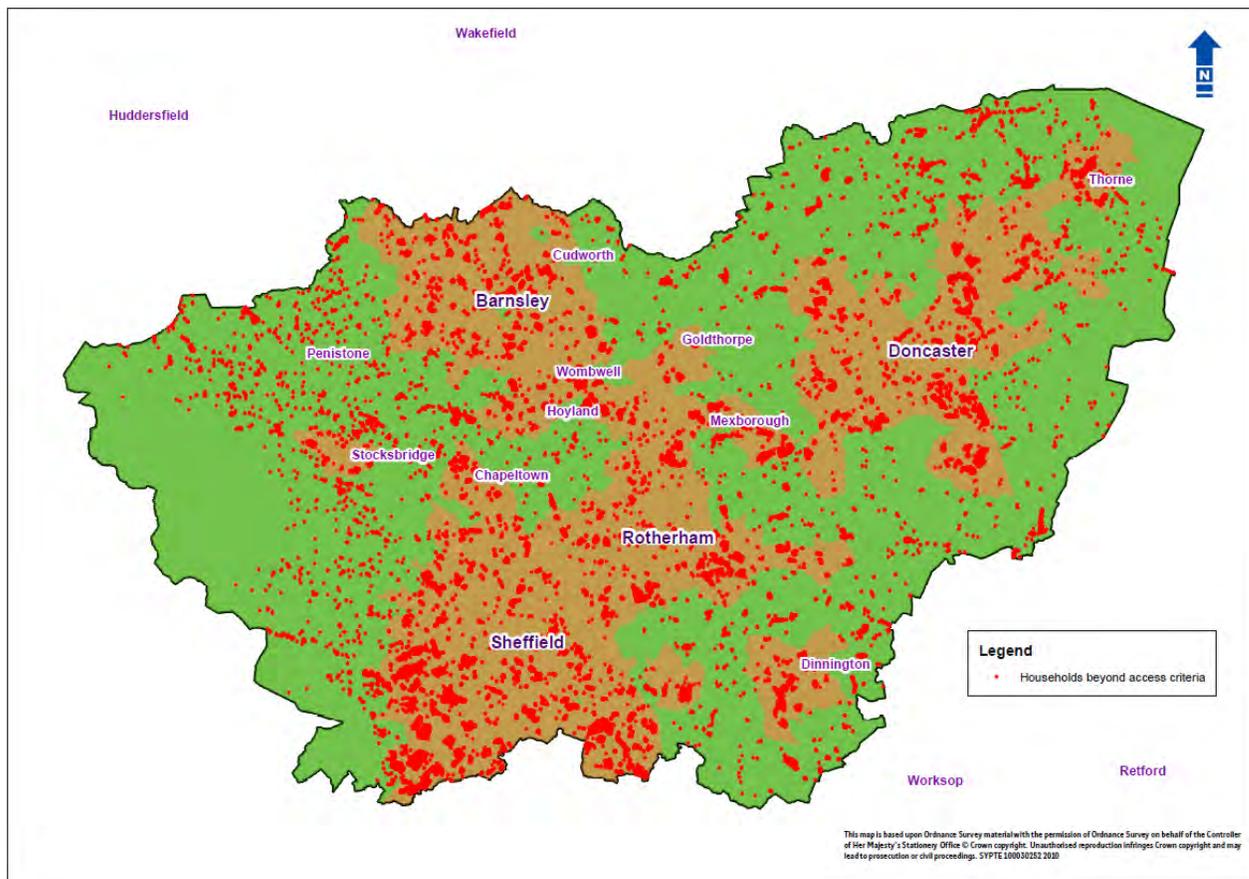
4.8. Looking at the urban areas of South Yorkshire, Sheffield has by far the highest number of households (41%) that are within 400m of a bus stop served by more than 10 buses per hour. This compares to 21% for Doncaster, 15% for Rotherham and 13% for Barnsley.

4.9. In Barnsley the majority of households are within 400m of a bus stop served by 6-9.9 buses per hour. In Doncaster the majority of household are within 400m of a bus stop served by 2 to 3.9 buses per hour and finally in Rotherham the majority of households are within 400m of a bus stop served by 2 to 3.9 buses per hour.

4.10. The percentage of households which are within 400m of a bus stop where there is no bus service ranges from 6% of households in Rotherham and 9% in Doncaster.

4.11. Figure 4.3 shows the location of the households that are beyond 400m (urban) or 800m (rural) of a bus stop. Figure 4.3 shows that the households without access to public transport are spread across South Yorkshire.

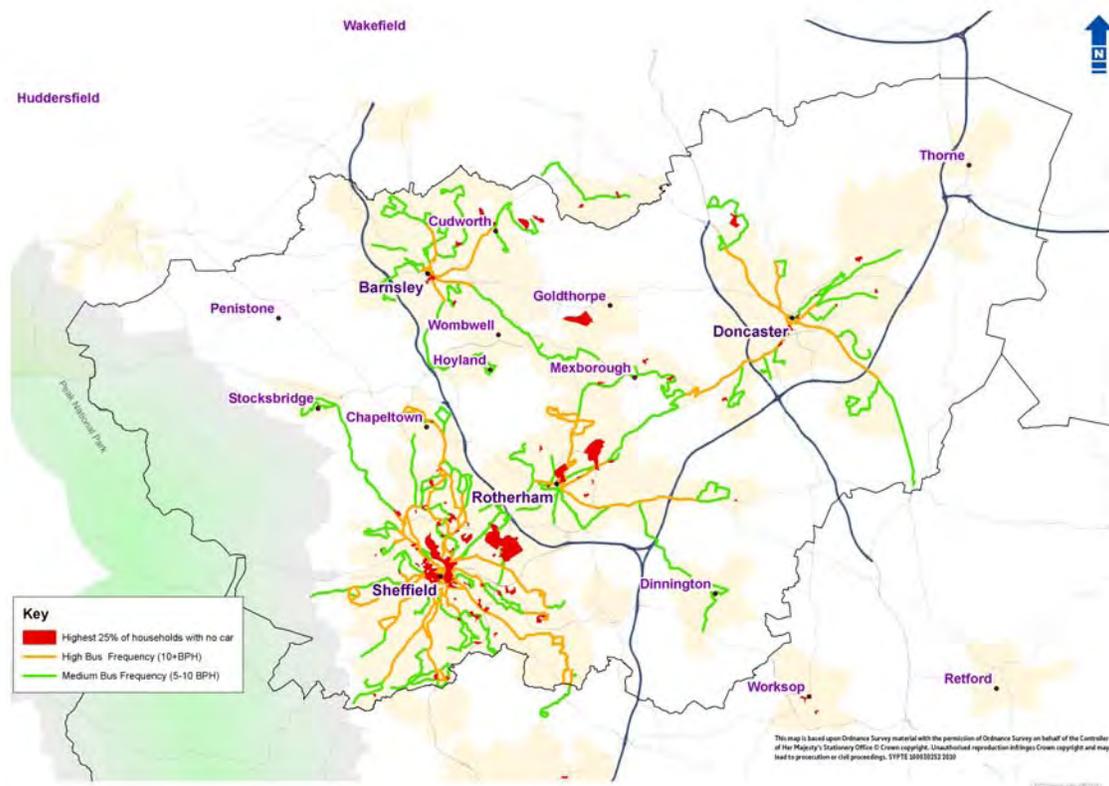
**Figure 4.3 Households Beyond 400m or 800m of a Bus Stop.**



Source: SYPTE

- 4.12. Figure 4.4 identifies the locations with a high percentage of no-car households and the high frequency bus routes with South Yorkshire. Figure 4.4 shows that there are pockets of households with no car which are situated away from high frequency services.
- 4.13. The lack of public transport is more likely to affect people who do not have access to a car. Where this occurs, people’s ability to access employment, education and key services will be affected.

**Figure 4.4 No Car Households and High Frequency Bus Routes in South Yorkshire**



Source: SYPTE / Mott MacDonald

**Access to Employment**

4.14. Table 4.1 shows the percentage of households within South Yorkshire that are within 40 minutes of work when travelling by public transport. This shows that more than 99% of households are within 40 minutes travelling time of work.

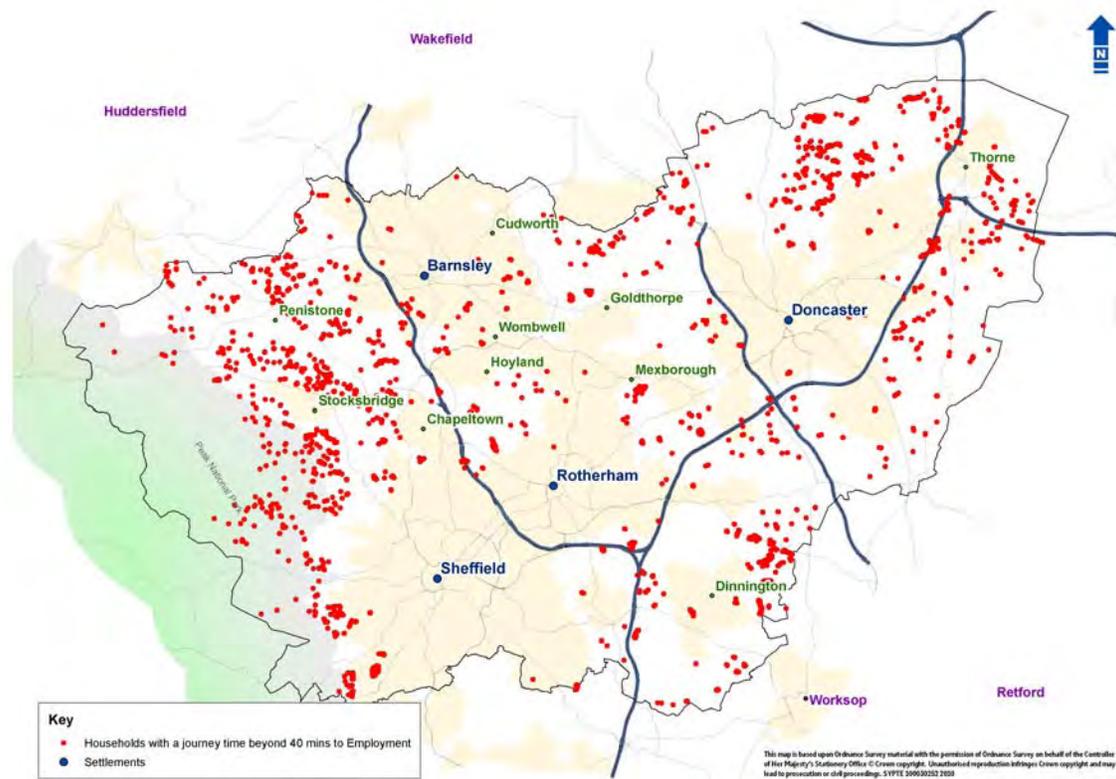
**Table 4.1 Access to Employment in South Yorkshire**

	2006	2007	2008	2009	Target for 2011
Proportion SY households within 40 mins of work (%)	99.4	99.4	99.4	99.4	

Source: SYPTE

4.15. Figure 4.5 shows the location of those households which are not within 40 minutes travelling time of employment. The majority of these are in the rural areas on the fringes of the urban centres, principally to the south west of Sheffield, north of Stocksbridge, the area between Penistone and Barnsley, north of Doncaster, around Finningley and the area to the north east of Dinnington, in Rotherham.

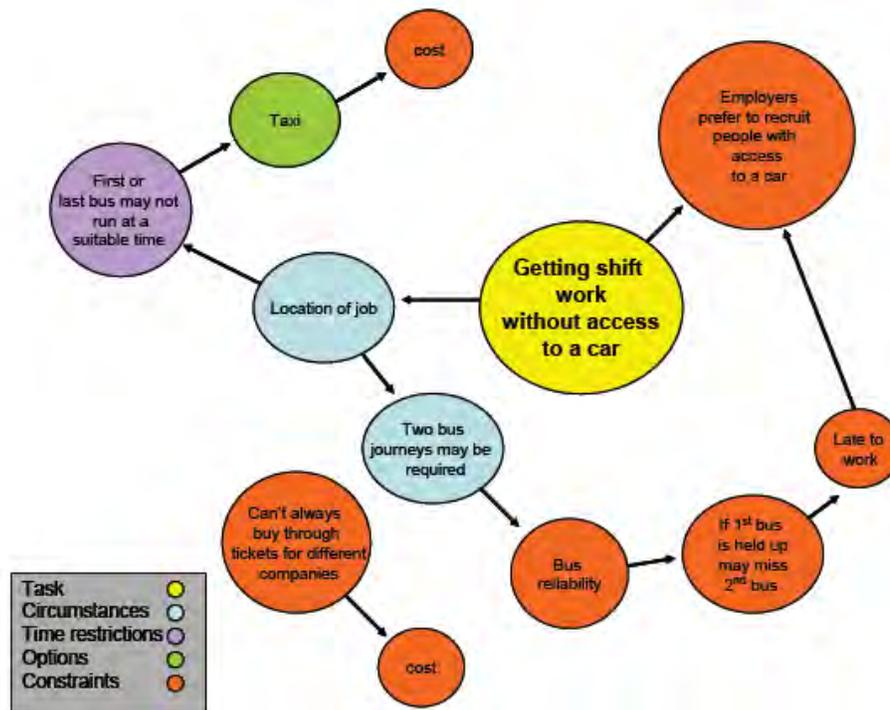
**Figure 4.5 Access to Employment: More Than 40 Minutes Travel Time**



Source: SYPTL / Mott MacDonald

- 4.16. Whilst some 99% of households are within 40 minutes of work by public transport, a reliance on public transport to get to and from work can have its issues, particularly for those working shifts which may run outside of bus operating hours.
- 4.17. The issue of shift work and access to employment was discussed in Focus Groups in the Dearne Valley during the development of the Distillate project. This focus group identified that several participants in Goldthorpe and Bolton had problems finding work because of the limited coverage of the bus routes. This was particularly true for those jobs which required shift work, where access to buses early and late in the evening was not possible.
- 4.18. Figure 4.6 shows the barriers that someone wishing to carry out shift work has to contend with in order to get to their place of work.

Figure 4.6 Getting Shift Work Without Access to a Car 'Consequence' Diagram



Source: Distillate

### Access to Opportunities Project

4.19. The Access to Opportunities project has been developed by SYPTTE and awarded £2.38 million from the European Regional Development Fund (ERDF) programme and funding from other sources. The project aims to help people into employment, education or training via a programme of integrated, sustainable transport solutions.

4.20. Access to Opportunities aims to:

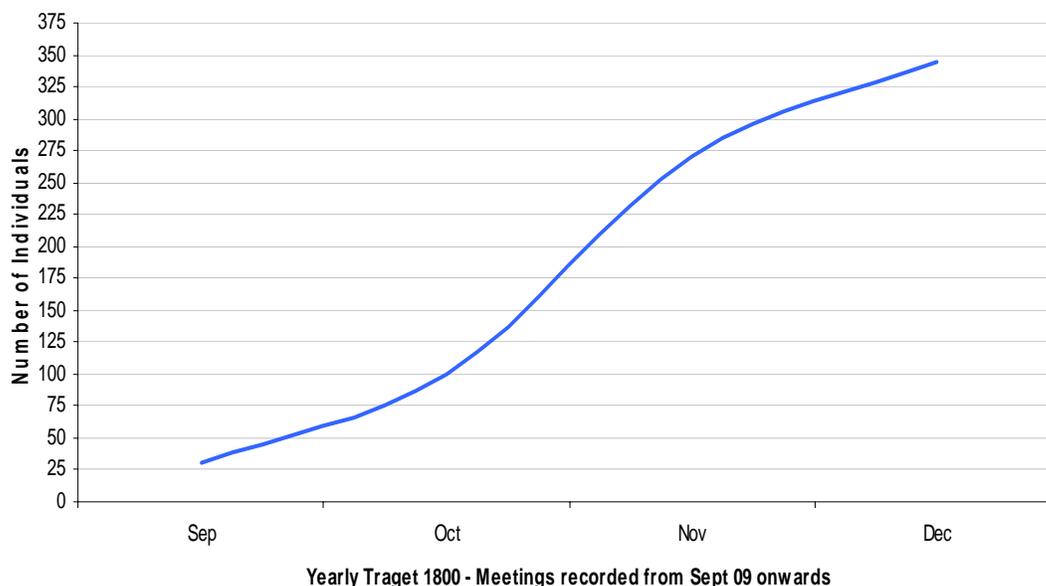
- Address social exclusion by improving physical access to employment, education and training
- Increase the availability of labour by removing barriers to employment
- Facilitate business growth and improve access to employment by highlighting options that are low carbon
- Remove perceived and actual barriers to transport through the promotion of sustainable travel options.

4.21. The project delivers these objectives by providing:

- Travel advice and support from a specialist team of dedicated Travel Advisors
- Increased and enhanced bus services across the Dearne Valley to improve access to employment opportunities, education and training
- Motor scooters through the Wheels to Work scheme, if public transport is not a viable option.

4.22. Figure 4.11 shows cumulatively the number of individuals receiving information on travel options who have been assisted into employment or training.

**Figure 4.7 Number of Individuals Receiving Information on Travel Options and Assisted into Employment and Training**



Source: SYPTE

4.23. As part of the Access to Opportunities Programme there is a specific, Rural Access to Opportunities programme (RAOP). This programme helps people living in rural locations connect with places, and more importantly, with work and training. The aim of the programme is to tackle rural unemployment, support rural enterprise and enable more people to access services. The project is being managed by SYPTE and is providing a range of interventions across South Yorkshire.

### Access to Local Centres

4.24. Access to local centres is important as it allows access to a number of different facilities such as health facilities, shopping and entertainment. Table 4.2 shows the percentage for all households in South Yorkshire who are within 30 minutes of a local centre by public transport between 2006 and 2009.

**Table 4.2 Access in South Yorkshire**

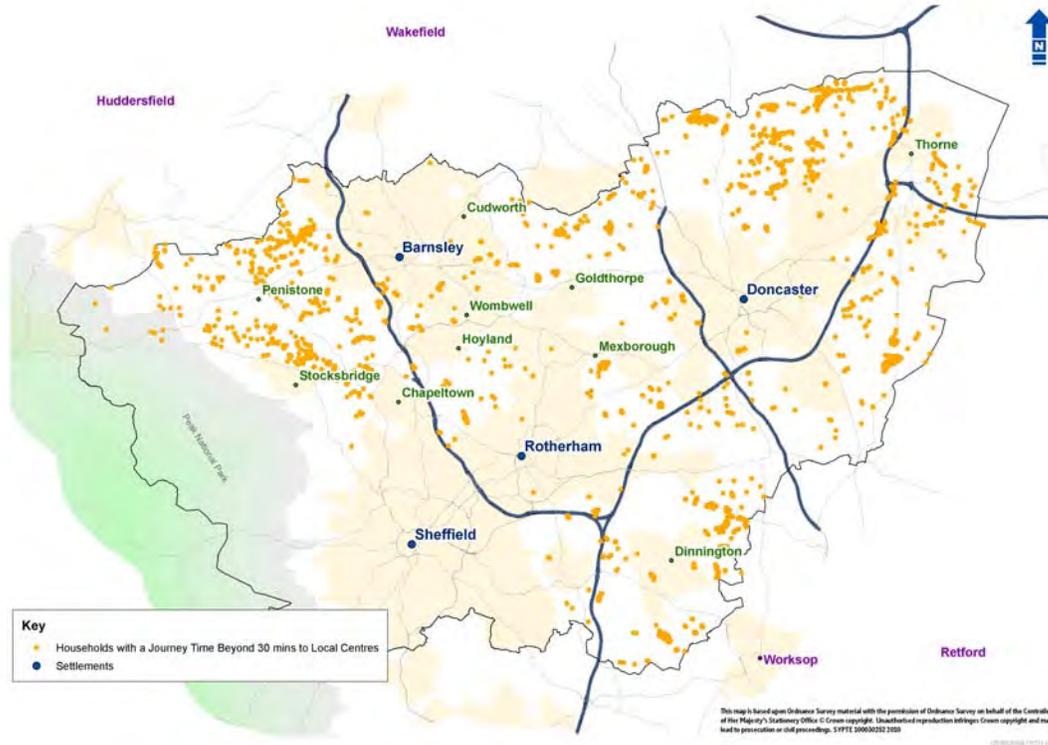
	2006	2007	2008	2009	Target for 2011
Proportion SY households within 30 mins of local centre (%)	99.0	98.9	99.0	98.9	
Combined indicator	99.2	99.2	99.2	99.1	99.2

Source: SYPTE

4.25. Figure 4.7 shows those households that are more than 30 minutes away from a local centre by public transport. This shows areas around Stocksbridge and Penistone where

people are more than 30 minutes away from a local centre. Outputs for North Doncaster show households are more than 30 minutes away from an urban centre, there are also clusters along the M18.

**Figure 4.8 Position of Households Over 30 Minutes from a Local Centre**

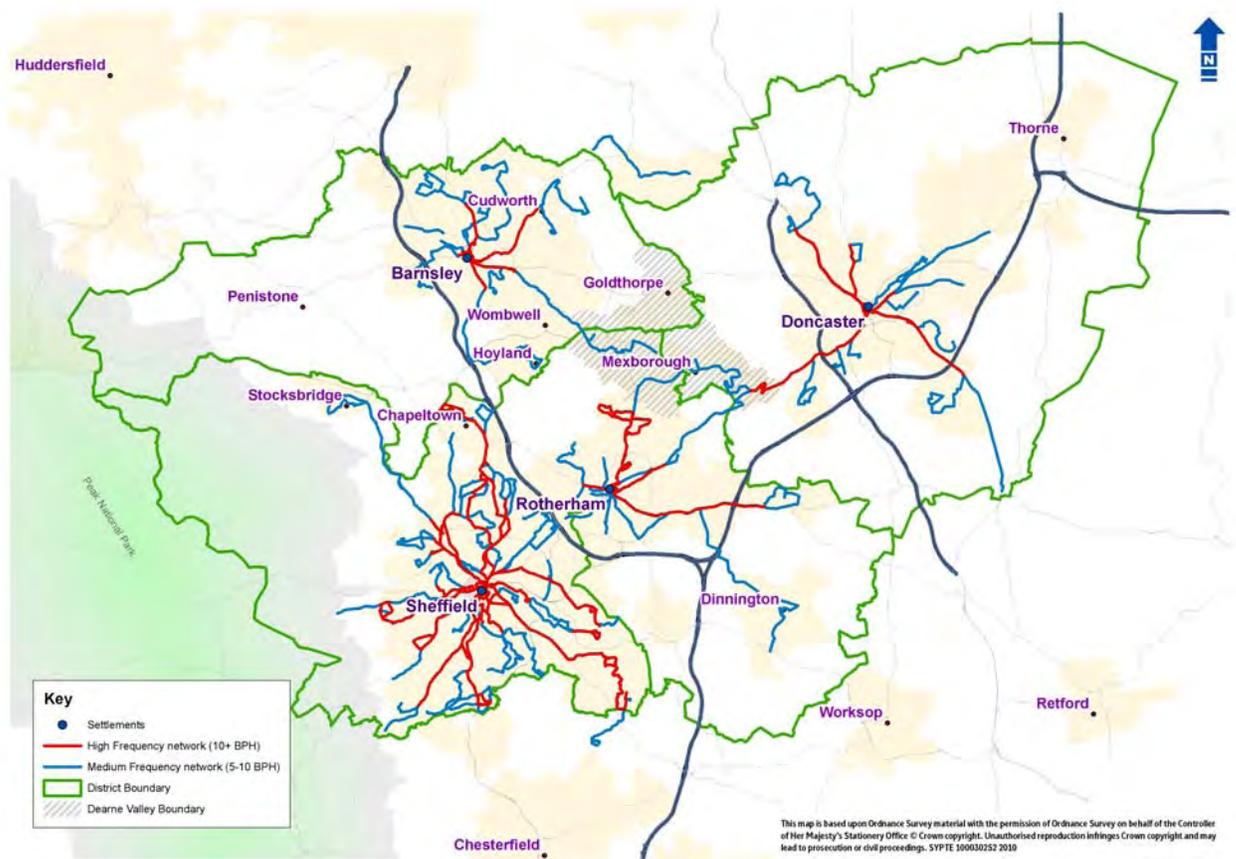


Source:

SYPTE

4.26. Whilst access to the district centres and employment may be good, access to adjoining smaller towns is poor. Figure 4.8 shows the high frequency bus services on the major roads serving each of the principal town and city centres.

**Figure 4.9 High Frequency Bus Network**



Source: SYPT / Mott MacDonald

- 4.27. Figure 4.8 shows that the coverage of high frequency services to key centres serves the immediate hinterland. However, access to other conurbations, such as Goldthorpe, are shown to be remote from the high frequency network.
- 4.28. This issue can result in extended journeys as people travel into the town or city centre and then back out again, as people seek to use the higher frequency services which are more readily accessible.

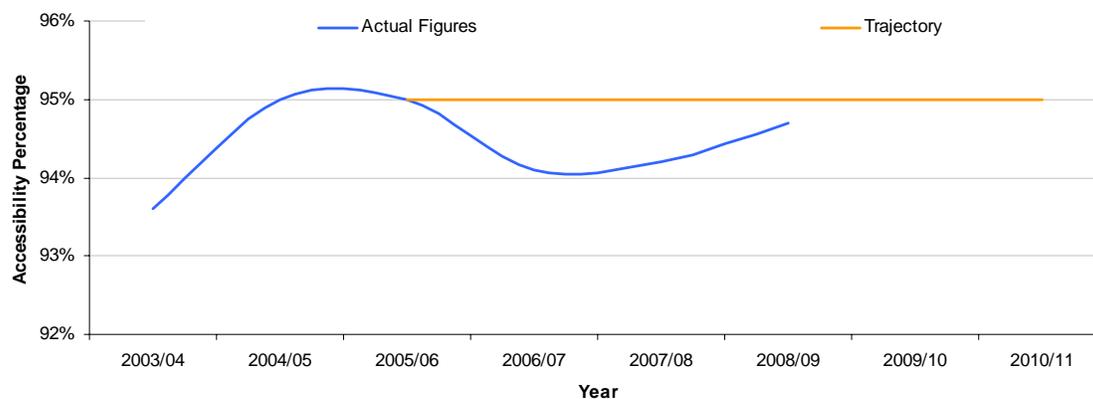
### Access to Healthcare

- 4.29. During the Distillate project the focus groups raised a number of general issues about the provision of healthcare in the Dearne Valley. In particular, the difficulty of getting medical attention at home in the villages, and the extra distances involved in accessing a GP due to surgery consolidation. The focus groups went on to identify problems with attending hospital appointments, or specific procedures only available at certain places.
- 4.30. In all groups consulted, those without access to a car talked about the number of buses involved in a hospital trip and how the lateness of one bus could result in a missed connection and ultimately a missed hospital appointment. Participants without access were generally unable to attend appointments before 10.30am, depending on the location of their appointment. The extent to which hospital appointments could be negotiated in order to allow for bus times varied.

## Access to Rural Locations

- 4.31. The 2009 Rural Insights Resident survey was designed to permit analysis of the outlook and priorities of residents in sparse urban areas in England (excluding London) and rural areas. Those living in rural areas are significantly more likely to rate their quality of life as good (92% of respondents), than those living in urban areas (87% of respondents). 46% rate their quality of life as very good in rural areas versus 36% in urban areas.
- 4.32. Public transport is seen as the highest priority for improving the quality of life of people by those in rural areas. Over a quarter of rural-based residents (28%) mention this as a priority for improving the local quality of life now. By contrast, just one in ten (10%) of urban respondents identify transport as a priority for improvement. The top five priorities mentioned by respondents (in order) was: public transport, shopping facilities, activities and facilities for teenagers, road and pavement maintenance, with job prospects, road safety and facilities for young children equal fifth.
- 4.33. The quality of public transport as a priority has risen by 6 points amongst rural residents since 2006 with one in five (21%) identifying it, as a priority for improvement. Those most likely to prioritise public transport are residents aged 34 to 54 and those from the highest social grades (AB). However, there is no difference between those that have access to a car, and those that do not, or even between those that have longer, or shorter distances to get to work.
- 4.34. In order to understand some of the problems faced by rural communities in South Yorkshire, SYPTE hold regular Rural Transport Forums. These forums are held in West Barnsley, Doncaster, North Sheffield and South Rotherham. These forums allow members of the public, service users, district council representatives and Parish Council representatives, to discuss experiences, ideas and objectives relevant to each rural community.
- 4.35. Providing adequate transport facilities to these areas can prove problematical. Many rural services are reliant on subsidy with funding coming from many sources including SYPTE, the DfT Rural Bus Service Grant, DfT Rural Bus Challenge, Countryside Agency Rural Transport Partnership, Yorkshire Forward, Objective 1 and ERDF funding, LTP funding, employers and the Coalfields Regeneration Trust.
- 4.36. Figure 4.9 shows that accessibility percentage in rural areas is around the mid 90% mark and has failed to meet its target accessibility percentage from 2006/07 to 2008/09.

**Figure 4.10 Rural Accessibility**



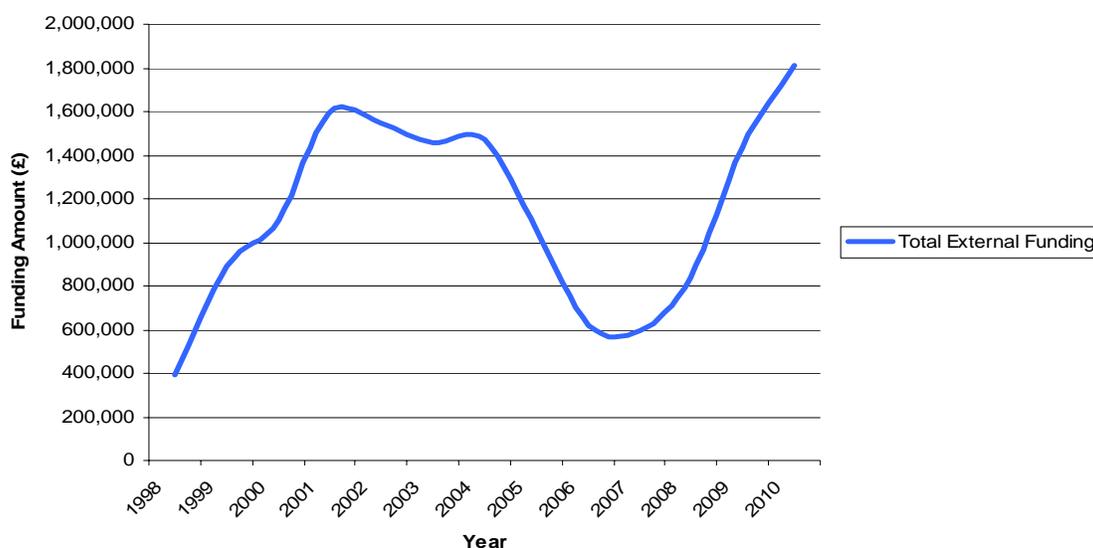
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Source:

SYPTE LTP2 Indicator SYLI 6

4.37. Figure 4.9 above can be compared with Figure 4.10. Figure 4.10 shows the funding profile for rural services from external sources since 1998.

**Figure 4.11 External Funding for Rural Transport**



Source: SYPTE Rural Transport Team

- 4.38. The comparison of Figure 4.9 and 4.10 shows that the level of rural accessibility has generally increased when more external funding has been provided to support bus services. When there are high levels of funding the LTP Indicator is being met, as the funding falls so does the accessibility percentage, reaching a low between 2006 and 2007. It is likely that during this period rural transport services may have had to be reduced with lower levels of funding. As the funding increased in 2008 so does the accessibility percentage as more rural services are provided.
- 4.39. The only regular sources of funding over the past ten years has been the funding provided by SYPTE which has stayed constant, together with that received from the DfT's Rural Bus Service Grant. The Rural Bus Service Grant is renewed every three years and is due for renewal again in before 2011. Should this funding be reduced then further pressure may be exerted on the provision of rural services.
- 4.40. Figures 4.9 and 4.10 show that much needs to be done to provide long term sustainable rural transport services so that the accessibility targets set out in Figure 4.9 can be consistently met.

### Information Provision

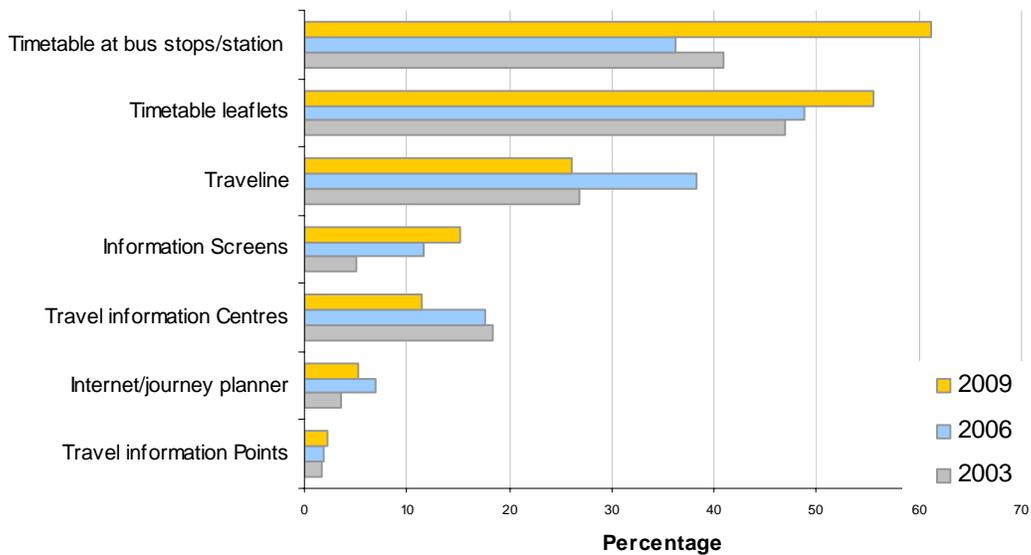
- 4.41. The SEU report<sup>16</sup> identified that the issue of transport accessibility does not just cover access on to transport itself, but also access to information.
- 4.42. When deciding to make a journey for the first time an element of planning is required, for example what time is the service, where to park etc. If this information is not readily available then people may give up on trying a different mode of transport and go back to

<sup>16</sup> Making the Connections: Final Report on Transport and Social Exclusion. (2003) Social Exclusion Unit

the mode they know and trust. For example, a car driver deciding to take the bus for the first time, may go back to their car if the information they require is not easily accessible or in an understandable form.

- 4.43. Figure 4.12 shows the main sources of information used by bus passengers to find out the time or route information for a bus service. Figure 4.12 shows that there is still a reliance on printed material. This information does have its drawbacks, for example service changes result in the information becoming out of date.

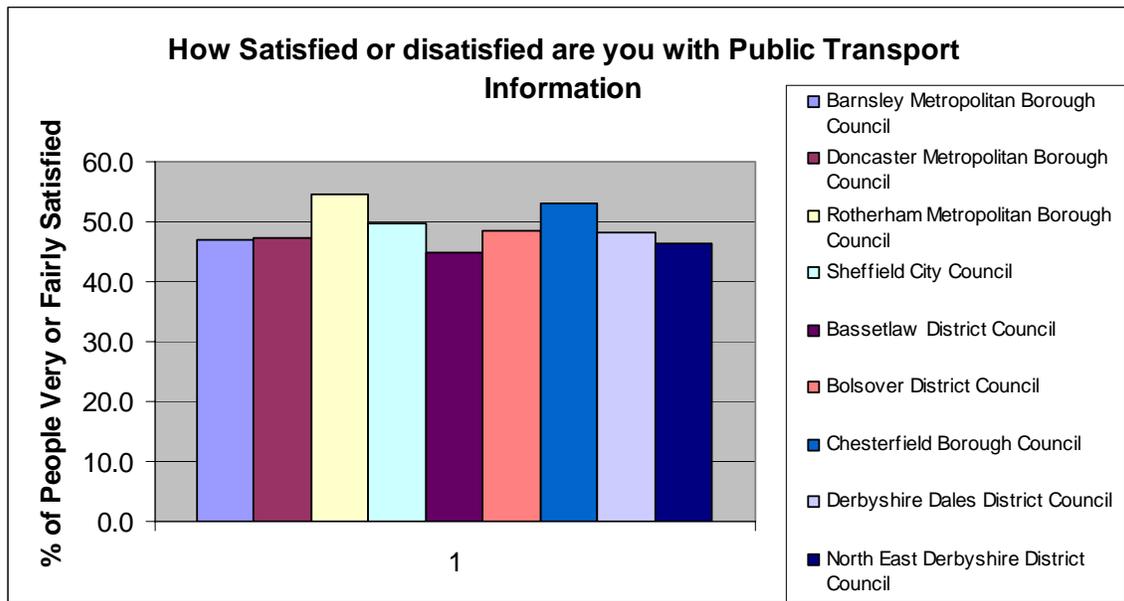
**Figure 4.12 Which Sources of Information Have You Used?**



Source: SYPTE

- 4.44. Figure 4.12 shows that despite increasing access to the Internet there has been very little uptake in use of the Internet for travel information purposes. In 2009 the number of people using the internet for this purpose fell from the level seen in 2006, this is despite continued growth in internet availability.
- 4.45. The Ipsos MORI People, Perceptions and Place Survey also asked people how satisfied they were with local transport information. Figure 4.13 shows the satisfaction levels.

**Figure 4.13 Satisfaction Levels with Public Transport Information**



Source: Ipsos MORI People Perceptions and Place

- 4.46. Figure 4.13 shows that less than 50% of people in a the majority of districts are very or fairly satisfied with the level of public transport information. Only the results for Rotherham and Chesterfield show more than 50% of people questioned being fairly or very satisfied with Public Transport information.
- 4.47. These scores suggest that more can be done to improve public transport information. Consultation with the Voluntary and Community sector showed that some people felt that public transport information sources in South Yorkshire were too reliant on the user having a rudimentary knowledge of public transport in the area, with many car drivers not having this knowledge, for example bus route numbers.

## 5. Summary

- 5.1. This Evidence Base document relates specifically to our goal to Enhance Social Inclusion and Health. There are many topics where overlaps exist between this document and others in the series. Specifically, further information is provided in the following documents:
- Document 1: Geographic and Demographic Overview;
  - Document 7: Reducing Emissions; and
  - Document 8: Maximising Safety.
- 5.2. The key messages from this Evidence Base document are summarised below:
- Green spaces help to support healthier, more active lives. These spaces need to be an important part of the growth of SCR's economy and population. New housing or employment should provide links to green and open spaces, as they are essential for improving the quality of life across SCR.
  - Tourism provides a significant economic benefit to SCR and supports many jobs, both directly and indirectly. SCR has an aspiration to grow the tourism sector and in order to achieve this in a sustainable way will rely on greater use of public transport for access.
  - The demand for travel and new transport links needs to be sympathetic to the preservation and maintenance of SCR's heritage assets and natural environment.
  - Poor accessibility to public transport is a complex issue which affects people in different ways. The needs of the travelling public are diverse, therefore the approach to improve accessibility will need to reflect this.
  - The affordability of public transport is a key barrier to accessibility. Improving the value for money is a key issue that will need the cooperation of bus operators to achieve.
  - Public transport has an important role in providing access to employment, education and key services. Accessibility to key centres is good, but interchange and links to neighbouring districts presents an issue for people wanting to use public transport for these types of journeys.
  - There are a range of flexible transport services which provide alternative to commercial public transport. These services are important for providing access for particular groups of people to opportunities and key services.